



Qwest Corporation
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Holly Dean
Manager - Regulatory
Public Policy

RECEIVED
COMMUNICATIONS
DIVISION
MAY 25 2005

May 25, 2005

Carole Washburn, Secretary
Washington Utilities and
Transportation Commission
1300 S. Evergreen Park Dr. SW
Olympia, Washington 98504-7250

Attention: Kristen Russell, Bob Williamson
Re: Docket Nos. UT-921192, UT-950200, UT-991358

Dear Ms. Washburn:

Enclosed are the April 2005 service quality performance reports required of Qwest Corporation in accordance with Docket Nos. UT-921192, UT-950200, UT-991358, and WAC 480-120-438 – 480-120-440.

The following reports are enclosed:


- 1) Installation Commitments Met/Held Orders,
- 2) Repair Commitments Met,
- 3) Trouble Report,
- 4) Abnormal Trouble Conditions Report,
- 5) Answer Time Performance,
- 6) Out of Service Report – 48 hours/Cleared Greater than 72 hours,
- 7) Trunk Blocking Reports,
- 8) Dial Tone Report,
- 9) Customer Complaint Report,
- 10) Customer Service Guarantee Report

The Service Order Interval Missed Commitment Report enclosed includes all orders completed in April 2005. Information is provided for each exchange and includes orders for primary service, orders held beyond five business days and orders not completed within 90 days. The order count used for this report includes primary and additional line orders. This report includes large business orders and excludes orders where the customer requested a due date greater than five business days, orders where Qwest was ready to install service but the customer was not ready, all orders for company official services and orders for service that were for five or more lines 5 Day Greater than 10% and 90 Day Greater than 1% columns.

Pursuant to WAC 480-07-160(3), Qwest requests that the portions of these reports submitted on yellow paper be held confidential, as these documents contain valuable commercial information, the release of which would be detrimental to Qwest Corporation.

Please call me on (360) 754-3241 if you have questions or need additional information.

Very truly yours,

By 
Ron L. Trullinger for
Holly Dean

Enclosures

INSTALLATION APPOINTMENTS MET

The Installation Appointments Met report measures the percentage of appointments for the connection of service met on the commitment date. Beginning with May 1993, report each month's results, adding subsequent months' data until 12 months of data is reported. After that point, add the current month data and delete the 13 month old data in order to always report percentages for 12 months.

COMPANY NAME: Qwest Corporation

- Calculations are based on 2004/2005 orders reflected in the Service Interval Missed Commitment Report 1, Commitments Met-Company Missed.

MONTH/YEAR	5/04	6/04	7/04	8/04	9/04	10/04	11/04	12/04	01/05	02/05	03/05	04/05
PERCENTAGE	99.7	99.6	99.6	99.6	99.6	99.6	99.6	99.7	99.7	99.7	99.8	99.7

Month reflects calculation based on residence, small business and large business orders.

HELD ORDERS

The Held Orders report lists the number of requests for primary exchange service that is not filled on or before the commitment date. State the number of held orders expressed as a ratio per one hundred new or reestablished lines ordered. Begin reporting with May 1993, ratios. After ratios for 12 months have been reported, subsequent reports should add the current month's data and delete the 13 month's data in order to continue reporting the most current 12 month of results. Beginning with January 1996 a new method of determining this statistic is used, making it not comparable to prior months.

COMPANY NAME: Qwest Corporation

- Calculations are based on 2004/2005 orders reflected in the Service Interval Missed Commitment Report 2, 5 Day Greater than 10%.

MONTH/YEAR	5/04	6/04	7/04	8/04	9/04	10/04	11/04	12/04	1/05	2/05	3/05	4/05
RATIOS	0.82	0.82	0.85	0.89	0.96	0.80	0.92	0.81	0.77	0.70	0.69	.78

Month reflects calculation based on residence, small business and large business orders.

Note: This report contains POTS Service
State: Washington

For The Month of April 2005

WA Year To Date Age Report For Apr 2005																		
For End of Month Apr 2005																		
Excludes Customer Reasons																		
Completed (Met/Missed Due Date)																		
April																		
ORD CNT	Year To Date			Year To Date			Year To Date			Open (Missed Due Date)								
	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	ORD CNT	AVG AGE	< 5 Days	5 <= 30	31 <= 60	> 60	
Inside Base Rate																		
BP																		
BR																		
BS																		
PC																		
RP																		
RR																		
RS																		
TOTAL																		
Outside Base Rate																		
BP																		
BR																		
BS																		
PC																		
RP																		
RR																		
RS																		
TOTAL																		

BP - BUSINESS PRIMARY RP - RESIDENTIAL PRIMARY
 BS - BUSINESS SECONDARY RS - RESIDENTIAL SECONDARY
 BR - BUSINESS REGRADE RR - RESIDENTIAL REGRADE
 PC - COIN AND PUBLIC COIN

Qwest Corporation
Reconciliation of the Service Order Interval Missed Commitment and Aging Reports
April 2005

The Year-to-date Aging Report reflects the progress made when an order is held due to the lack of company facilities. As of April 30, 2005, Qwest had [REDACTED] pending held orders over 30 days old due to a lack of company facilities, all of which were for additional lines.

The Qwest Service Order Interval Missed Commitment Summary Report for April 2005 indicates that we have completed 37,015 (99.2%) orders year to date within 5 business days (new, transfer or change orders with at least one inward line). 288 (0.78%) orders were not completed within 5 business days due to company reasons.

The April Year-to-Date Aging Report indicates that 3,184 total orders through April have been completed that were originally held due to a lack of facilities. By working with the April Service Order Interval Missed Commitment Summary and the April Year-to-Date Report the following conclusions can be drawn:

- 37,015 orders for lines were completed in April 2005.
- 160,267 total orders were completed in April 2005.
- Qwest missed the commitment/appointment for 510 orders (0.3%) of the total orders completed in April .
- 288 orders (0.78%) were not completed in 5 business days (288/37,015). These were all held orders. Information on the Aging Report indicates that [REDACTED] orders were held in April due to a lack of facilities (856 that have completed + 1 that are still pending). Therefore, you can conclude that the April orders that were not completed within 5 business days were held due to a lack of facilities. In other words, the technicians completed all orders within 5 business days unless they were unable to do so because there were no available facilities.
- Year-to-date, [REDACTED] orders (99.9%) have been completed that were originally held due to a lack of facilities, some of these orders may have been taken in 2003. [REDACTED]
- Of the [REDACTED] total orders held due to a lack of facilities to date, [REDACTED] were completed in less than 30 days (97%).

<i>VIEW 1</i>	01/05 SOT=NTC Inward R, SB, LB	Not Compl w/i 90 days	Orders Still Open > 60 days (from 04/05 facilities aging report)	Total orders not compl w/i 90 days	90 days (greater than 1%)
State Total	31,132	6	[REDACTED]	8	0.02%

Completed Order Detail, (Report 1)

Column #

- 1] EXCHANGE: Exchange/wire center name.
- 2] WC: Wire center number.
- 3]. AREA CODE: NPA for the exchange or wire center.
- 4] SOT=NTC; (IF>00): Total of all completed New, Transfer and Changed service orders for month reported; residence, small business, large business.
- 5] SOT=NTC; (IF>00): Total of all completed New, Transfer and Changed service orders for month reported; residence, small business.
- 6] COMPANY MISSED: Number of service orders in column 4 that the installation appointment was missed due to company reasons.
- 7] SUBSCRIBER MISSED: Number of service orders in column 4 that the installation appointment was missed due to subscriber reasons.
- 8] COMBINED MISSED: Number of service orders in columns 6 and 7 that the installation appointment was missed due to company and subscriber reasons.
- 9] COMMITMENTS SUBSCRIBER MISSED: Percentage of installation appointments met by the company but missed due to customer reasons (column 4 less column 7 divided by column 4).
- 10] COMMITMENTS MET COMPANY MISSED: Percentage of installation appointments met by the company (column 4 less column 6 divided by column 4).
- 11] COMMITMENTS MET COMBINED MISSED: Percentage of installations met by the company excluding appointments missed because of company or customer reasons (column 4 less column 8 divided by column 4).

Missed Commitment Information (Report 2)

- 12] SOT=NTC (R, SB, LB): Total completed New, Transfer and Change service orders with at least one inward line, residence, small business, large business.
- 13] SOT=NTC (R, SB): Total completed New, Transfer and Change service orders with at least one inward line, residence and small business.
- 14] TOTAL NOT COMPLETED WITHIN 5 DAYS: The number of orders in column 12 that were not completed due to company reasons within 5 business days. The amounts in this column are the counts by wire center of all orders that were held at some time during the month, some of these orders were completed within 5 business days and some counts may include orders held for customer reasons.
- 15] PERCENT NOT MET IN 5 DAYS GREATER THAN 10%: Percentage of orders that were not completed within 5 business days (column 14 divided by column 12).
- 16] TOTAL NUMBER OF ORDERS WITH DUE DATES GREATER THAN 5 BUSINESS DAYS because the customer requested.

17] TOTAL NUMBER OF ORDERS WITH A DUE DATE GREATER THAN 5 BUSINESS DAYS because of customer reasons, with 5 lines or less, appointment missed for company reasons.

18] PERCENTAGE MET: Sum of orders with due dates greater than 5 business days for customer reasons (column 16) less orders with due dates greater than 5 business days for customer reasons (column 17) divided by the total number of orders with due dates greater than 5 business days because of customer reasons (divided by column 16).

19] PERCENTAGE MISSED: Total number of orders not completed in 5 days (column 14) plus the total number of orders with due dates greater than 5 Days, for customer reasons, missed for company reasons (column 17) divided by the number by the current month's total inward line orders (column 12).

20] 01/05 SOT=NTC Inward (R, SB, LB): Total of all completed New, Transfer and Changed service orders for January 2005 with at least one inward line, residential, small business, large business.

21] TOTAL NOT COMPLETED IN 90 DAYS: The number of open held orders that are more than 90 days old at the end of the month.

22] PERCENT NOT MET IN 90 DAYS: Percentage of orders that were not completed within 90 calendar days (column 21 divided by column 20).

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)
 April 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	4/05 TOTAL ORDERS SOT= NTC R,SB,LB	4/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMENTS Subscriber Missed R,SB,LB	COMMENTS Company Missed R,SB,LB	COMMENTS MET (Combined Missed) R,SB,LB
ABERDEEN-HOQUIAM	532	360	1565	1562	3	2	5	99.87%	99.81%	99.68%
AUBURN	833	253	3200	3191	14	6	20	99.81%	99.56%	99.38%
BAINBRIDGE ISLAND	842	206	993	989	8	6	14	99.39%	99.19%	98.59%
BATTLEGROUND	687	360	982	976	16	6	22	99.38%	98.36%	97.76%
BELFAIR	275	360	611	609	5	6	11	99.01%	99.17%	98.20%
BELLEVUE			4285	4227	16	19	35	99.56%	99.63%	99.18%
GLENCOURT	453	425	1366	1342	6	5	11	99.63%	99.56%	99.19%
SHERWOOD	641	425	2919	2885	10	14	24	99.52%	99.66%	99.18%
BELLINGHAM			3336	3310	13	9	22	99.73%	99.61%	99.34%
LUMMI	758	360	137	136	0	0	0	100.00%	100.00%	100.00%
REGENT	671	360	3199	3174	13	9	22	99.72%	99.59%	99.31%
BLACK DIAMOND	886	360	268	267	2	1	3	99.62%	99.25%	98.88%
BREMERTON			2978	2806	4	22	26	99.26%	99.87%	99.13%
CROSBY	373	360	186	185	0	1	1	99.46%	100.00%	99.46%
BREM ESSEX	830	360	2743	2572	4	21	25	99.23%	99.85%	99.09%
SUNNYSLOPE	674	360	49	49	0	0	0	100.00%	100.00%	100.00%
BUCKLEY	829	360	281	281	1	1	2	99.64%	99.64%	99.29%
CASTLE ROCK	274	360	375	375	2	0	2	100.00%	99.47%	99.47%
CENTRALIA	736	360	921	919	0	2	2	99.78%	100.00%	99.78%
CHEHALIS			848	842	1	4	5	99.53%	99.88%	99.41%
CHEHALIS	748	360	670	664	1	4	5	99.40%	99.85%	99.25%
NAPAVINE	262	360	178	178	0	0	0	100.00%	100.00%	100.00%
CLE-ELUM	674	509	200	200	1	0	1	100.00%	99.50%	99.50%
COLFAX	397	509	128	128	0	0	0	100.00%	100.00%	100.00%
COLVILLE	684	509	473	464	2	1	3	99.79%	99.58%	99.37%
COPALIS										
(OCEAN SHORES)	289	360	333	333	0	1	1	99.70%	100.00%	99.70%
COULEE DAM	633	509	171	168	0	0	0	100.00%	100.00%	100.00%
CRYSTAL MTN.	663	360	28	28	0	0	0	100.00%	100.00%	100.00%
DAYTON	382	509	147	145	1	0	1	100.00%	99.32%	99.32%
DEER PARK	276	509	454	452	2	1	3	99.78%	99.56%	99.34%
DES MOINES			4036	4022	1	5	6	99.88%	99.98%	99.85%
DES MOINES	824	206	1586	1581	0	3	3	99.81%	100.00%	99.81%
FEDERAL WAY	839	253	2450	2441	1	2	3	99.92%	99.96%	99.88%
EASTON	656	509	31	31	0	2	2	93.55%	100.00%	93.55%
ELK	292	509	221	221	0	1	1	99.55%	100.00%	99.55%
ENUMCLAW	825	360	733	728	1	2	3	99.73%	99.86%	99.59%
EPHRATA	754	509	288	287	0	0	0	100.00%	100.00%	100.00%
GRAHAM	847	253	1955	1952	7	2	9	99.90%	99.64%	99.54%
GREEN BLUFF	238	509	145	144	1	0	1	100.00%	99.31%	99.31%
HOODSPORT	877	360	192	192	1	1	2	99.48%	99.48%	98.96%
ISSAQUAH	392	425	1639	1622	1	6	7	99.63%	99.94%	99.57%
KENT			5629	5584	13	13	26	99.77%	99.77%	99.54%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)
 April 2005

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EXCHANGES	WC	AREA CODE	4/05 TOTAL ORDERS SOT= NTC R,SB,LB	4/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS Subscriber Missed R,SB,LB	COMMITTS Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
MERIDIAN	253	360	1860	1855	5	2	7	99.89%	99.73%	99.62%
O'BRIEN	251	206	345	325	3	3	6	99.12%	99.12%	98.26%
ULRICH	852	253	3424	3404	5	8	13	99.77%	99.85%	99.62%
LIBERTY LAKE	255	509	108	108	0	0	0	100.00%	100.00%	100.00%
LONGVIEW-KELSO	423	360	3305	3293	13	10	23	99.70%	99.61%	99.30%
LOON LAKE	233	509	94	93	0	0	0	100.00%	100.00%	100.00%
MAPLE VALLEY	432	425	946	944	3	3	6	99.68%	99.68%	99.37%
MOSES LAKE			1438	1414	3	6	9	99.58%	99.79%	99.37%
MOSES LAKE(AFB)	762	509	274	258	0	2	2	99.27%	100.00%	99.27%
MOSES LAKE	765	509	1164	1156	3	4	7	99.66%	99.74%	99.40%
NEWMAN LAKE	226	509	160	160	0	2	2	98.75%	100.00%	98.75%
NORTHPORT	732	509	73	71	0	1	1	98.63%	100.00%	98.63%
OLYMPIA			7502	7086	31	14	45	99.81%	99.59%	99.40%
EVERGREEN	866	360	507	507	4	2	6	99.60%	99.21%	98.82%
LACEY	456	360	3617	3571	17	5	22	99.86%	99.53%	99.39%
WHITEHALL	352	360	3378	3008	10	7	17	99.79%	99.70%	99.50%
OMAK-OKANOGAN	826	509	566	558	0	1	1	99.82%	100.00%	99.82%
OROVILLE	476	509	146	146	0	1	1	99.32%	100.00%	99.32%
OTHELLO	488	509	435	433	3	4	7	99.07%	99.30%	98.39%
PASCO	545	509	2322	2313	16	16	32	99.31%	99.31%	98.62%
PATEROS	923	509	47	47	0	0	0	100.00%	100.00%	100.00%
POMEROY	843	509	76	73	0	0	0	100.00%	100.00%	100.00%
PT. ANGELES			1341	1330	2	6	8	99.55%	99.85%	99.40%
JOYCE	928	360	64	64	0	2	2	96.88%	100.00%	96.88%
PT. ANGELES	452	360	1277	1266	2	4	6	99.69%	99.84%	99.53%
PT. LUDLOW	437	360	164	163	1	0	1	100.00%	99.39%	99.39%
PT. ORCHARD			2029	2018	5	6	11	99.70%	99.75%	99.46%
COLBY	871	360	739	738	1	3	4	99.59%	99.86%	99.46%
PT. ORCHARD	876	360	1290	1280	4	3	7	99.77%	99.69%	99.46%
PT. TOWNSEND	385	360	863	856	3	4	7	99.53%	99.65%	99.19%
PUYALLAP	841	253	3838	3826	5	9	14	99.77%	99.87%	99.64%
RENTON	226	425	5378	5352	20	15	35	99.72%	99.63%	99.35%
RIDGEFIELD	887	360	221	220	5	0	5	100.00%	97.74%	97.74%
ROCHESTER	273	360	562	559	2	1	3	99.82%	99.64%	99.47%
ROY	842	253	276	273	2	1	3	99.64%	99.27%	98.91%
SEATTLE			30071	29337	93	164	267	99.45%	99.69%	99.15%
ATWATER	281	206	2069	2047	9	13	22	99.37%	99.56%	98.94%
CAMPUS	543	206	977	966	2	6	8	99.38%	99.79%	99.18%
CHERRY	241	206	4297	4260	10	23	33	99.46%	99.77%	99.23%
DUWAMISH	762	206	1730	1592	5	13	18	99.25%	99.71%	98.96%
EAST	322	206	3968	3956	11	25	36	99.37%	99.72%	99.09%
ELLIOT	441	206	909	896	3	5	8	99.45%	99.67%	99.12%
EMERSON	361	206	3476	3451	8	17	25	99.51%	99.77%	99.28%
LAKEVIEW	522	206	2338	2331	6	14	20	99.40%	99.74%	99.14%

Washington Service Order Interval Missed Commitment Report
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MAIN	223	206	2292	1861	5	15	20	99.34%	99.78%	99.13%
MERCER ISLAND (Adams) PARKWAY	232	206	690	687	4	1	5	99.85%	99.42%	99.28%
SUNSET WEST	721	206	2706	2698	18	12	30	99.55%	99.33%	98.89%
SEQUIM	782	206	2324	2312	5	5	10	99.78%	99.78%	99.57%
SHELTON	932	206	2295	2280	7	15	22	99.34%	99.69%	99.04%
SILVERDALE	683	360	929	928	5	5	10	99.46%	99.46%	98.92%
SPOKANE	426	360	1450	1447	3	2	5	99.86%	99.79%	99.66%
CHESTNUT FAIRFAX	692	360	1355	1349	2	4	6	99.70%	99.85%	99.56%
HUDSON KEYSTONE	14878		14767	37	37	53	90	99.64%	99.75%	99.40%
MORAN RIVERSIDE	244	509	410	402	1	5	6	98.78%	99.75%	98.54%
WALNUT WHITWORTH	325	509	2313	2287	3	12	15	99.48%	99.87%	99.35%
SPRINGDALE	482	509	2232	2225	1	6	7	99.73%	99.96%	99.69%
SUMNER (BonneyLake)	534	509	1573	1569	4	1	5	99.94%	99.75%	99.68%
TACOMA	441	509	NUMBERS ADDED TO RIVERSIDE							
FORT LEWIS GREENFIELD	455	509	2625	2590	10	16	26	99.39%	99.62%	99.01%
JUNIPER LENNOX	922	509	3740	3722	13	9	22	99.76%	99.65%	99.41%
LOGAN MARKET (Fawcett)	466	509	1985	1972	5	4	9	99.80%	99.75%	99.55%
SKYLINE WAVERLY-2	258	509	175	174	1	1	2	99.43%	99.43%	98.86%
WAVERLY-7 TOUCHET	863	253	1987	1971	5	15	20	99.24%	99.75%	98.99%
VANCOUVER			21132	20958	34	66	100	99.69%	99.84%	99.53%
ORCHARDS OXFORD	964	253	875	873	0	1	1	99.89%	100.00%	99.89%
SALMON CREEK (VANCVR NO)	472	253	2998	2975	2	12	14	99.60%	99.93%	99.53%
WAITSBURG	582	253	3323	3305	4	10	14	99.70%	99.88%	99.58%
WALLA WALLA	531	253	4186	4169	9	5	14	99.88%	99.78%	99.67%
WARDEN	564	253	1815	1795	2	6	8	99.67%	99.89%	99.56%
WINLOCK	272	253	2212	2164	7	15	22	99.32%	99.68%	99.01%
YAKIMA	752	253	1509	1494	4	3	7	99.80%	99.73%	99.54%
	922	253	736	725	4	2	6	99.73%	99.46%	99.18%
	927	253	3478	3458	2	12	14	99.65%	99.94%	99.60%
	394	509	NUMBERS ADDED TO WALLA WALLA							
			10849	10747	86	26	112	99.76%	99.21%	98.97%
	253	360	5659	5620	62	9	71	99.84%	98.90%	98.75%
	693	360	3311	3253	16	12	28	99.64%	99.52%	99.15%
	573	360	1879	1874	8	5	13	99.73%	99.57%	99.31%
	337	509	63	63	0	0	0	100.00%	100.00%	100.00%
	522	509	1712	1691	3	7	10	99.59%	99.82%	99.42%
	349	509	106	106	2	0	2	100.00%	98.11%	98.11%
	785	360	185	184	1	2	3	98.91%	99.45%	98.38%
			5292	5211	7	8	15	99.85%	99.87%	99.72%
	244	509	4019	3940	6	5	11	99.88%	99.85%	99.73%
	965	509	1273	1271	1	3	4	99.76%	99.92%	99.69%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 1, Completed Orders)

April 2005

1	2	3	4	5	6	7	8	9	10	11
EXCHANGES	WC	AREA CODE	4/05 TOTAL ORDERS SOT= NTC R,SB,LB	4/05 TOTAL ORDERS SOT=NTC R,SB	Company Misses R,SB,LB	Subscriber Misses R,SB,LB	Combined Misses R,SB,LB	COMMITTS Subscriber Missed R,SB,LB	COMMITTS Company Missed R,SB,LB	COMMITTS MET (Combined Missed) R,SB,LB
Washington Customers Served by Exchanges in Neighboring States										
Clarkston	751	509	747	744	1	4	5	99.46%	99.87%	99.33%
WC TOTAL			160267	158068	510	576	1086	99.64%	99.68%	99.32%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)
 April 2005

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA CODE	4/05 SOT=NTC INWARD R,SB,LB	4/05 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/IDD > 5 days; Customer Reasons	SUM OF ORDERS W/IDD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	1/05 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
ABERDEEN-HOQUIAM	532	360	336	333	0	0.00%	30	0	100.00%	0.00%	313	0	0.00%
AUBURN	833	253	721	720	8	1.11%	133	3	97.74%	2.26%	594	0	0.00%
BAINBRIDGE ISLAND	842	206	224	223	3	1.34%	68	2	97.06%	2.94%	161	0	0.00%
BATTLEGROUND	687	360	231	230	7	3.03%	56	1	98.21%	1.79%	172	0	0.00%
BELFAIR	275	360	160	159	3	1.88%	37	2	94.59%	5.41%	107	0	0.00%
BELLEVUE			1093	1035	5	0.47%	208	1	99.52%	0.48%	790	0	0.00%
GLENCOURT	453	425	375	365	3	0.80%	71	1	98.59%	1.41%	296	0	0.00%
SHERWOOD	641	425	678	670	2	0.29%	137	1	100.00%	0.00%	494	0	0.00%
BELLINGHAM			914	906	6	0.66%	182	3	98.35%	1.65%	763	0	0.00%
LUMMI	758	360	31	31	0	0.00%	5	0	100.00%	0.00%	27	0	0.00%
REGENT	671	360	883	875	6	0.68%	177	3	98.31%	1.69%	736	0	0.00%
BLACK DIAMOND	886	360	35	34	1	2.86%	5	0	100.00%	0.00%	54	0	0.00%
BREMERTON			737	661	2	0.27%	108	2	98.15%	1.85%	791	0	0.00%
CROSBY	373	360	41	41	0	0.00%	7	0	100.00%	0.00%	55	0	0.00%
BREM ESSEX	830	360	688	612	2	0.29%	100	2	98.00%	2.00%	725	0	0.00%
SUNNYSLOPE	674	360	8	8	0	0.00%	1	0	100.00%	0.00%	11	0	0.00%
BUCKLEY	829	360	53	53	0	0.00%	6	0	100.00%	0.00%	36	0	0.00%
CASTLE ROCK	274	360	81	81	2	2.47%	7	0	100.00%	0.00%	78	0	0.00%
CENTRALIA	736	360	223	223	1	0.45%	37	0	100.00%	0.00%	243	0	0.00%
CHEHALIS			201	199	1	0.50%	30	1	96.67%	3.33%	160	0	0.00%
CHEHALIS	748	360	158	156	1	0.63%	22	1	95.45%	4.55%	126	0	0.00%
NAPAVINE	262	360	43	43	0	0.00%	8	0	100.00%	0.00%	34	0	0.00%
GLE-ELUM	674	509	56	56	0	0.00%	8	0	100.00%	0.00%	40	0	0.00%
COLFAX	397	509	31	31	0	0.00%	6	0	100.00%	0.00%	34	0	0.00%
COLVILLE	684	509	132	128	3	2.27%	19	0	100.00%	0.00%	95	0	0.00%
COPALIS													
(OCEAN SHORES)	289	360	89	89	0	0.00%	17	0	100.00%	0.00%	79	0	0.00%
COULEE DAM	633	509	38	36	0	0.00%	3	0	100.00%	0.00%	31	0	0.00%
CRYSTAL MTN.	663	360	6	6	0	0.00%	0	0	0.00%	0.00%	15	0	0.00%
DAYTON	382	509	38	37	0	0.00%	7	0	100.00%	0.00%	30	0	0.00%
DEER PARK	276	509	111	111	1	0.90%	9	0	100.00%	0.00%	90	0	0.00%
DES MOINES			809	807	2	0.25%	110	0	100.00%	0.00%	653	0	0.00%
DES MOINES	824	206	294	294	1	0.34%	42	0	100.00%	0.00%	263	0	0.00%
FEDERAL WAY	839	253	515	513	1	0.19%	68	0	100.00%	0.00%	390	0	0.00%
EASTON	656	509	7	7	0	0.00%	1	0	100.00%	0.00%	3	0	0.00%
ELK	292	509	41	41	0	0.00%	8	0	100.00%	0.00%	34	0	0.00%
ENUMCLAW	825	360	150	148	0	0.00%	21	0	100.00%	0.00%	124	0	0.00%
EPHRATA	754	509	86	85	0	0.00%	12	0	100.00%	0.00%	52	0	0.00%
GRAHAM	847	253	345	344	1	0.29%	89	3	96.63%	3.37%	310	0	0.00%
GREEN BLUFF	238	509	38	37	0	0.00%	8	0	100.00%	0.00%	22	0	0.00%
HOODSPORT	877	360	50	50	1	2.00%	4	0	100.00%	0.00%	35	0	0.00%
ISSAQUAH	392	425	450	447	0	0.00%	138	0	100.00%	0.00%	340	0	0.00%
KENT			1188	1172	8	0.67%	221	1	99.55%	0.45%	918	0	0.00%
MERIDIAN	253	360	318	315	3	0.94%	73	1	98.63%	1.37%	260	0	0.00%
OBRIEN	251	206	81	74	0	0.00%	21	0	100.00%	0.00%	57	0	0.00%
ULRICH	852	253	789	783	5	0.63%	127	0	100.00%	0.00%	601	0	0.00%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)
 April 2005

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA	4/05	4/05	NOT	5 DAY	SUM OF	SUM OF ORDERS	% MET	% Missed	SOT=NTC	NOT	90 DAYS
	CODE	CODE	SOT=NTC	SOT=NTC	COMPL	(Greater	ORDERS	W/DD >5 DAYS; CR; 5			INWARD	COMPL	(GRTR
			R,SB,LB	R,SB	W/5	than 10%)	W/DD > 5	Lines or Less Missed			R,SB,LB	W/ 90	THAN 1%)
					DAYS		Customer	Reasons				DAYS	
							Reasons	Appt. Company					
								Reasons					
LIBERTY LAKE	255	509	24	24	0	0.00%	9	0	100.00%	0.00%	9	0	0.00%
LONGVIEW-KELSO	423	360	777	777	2	0.26%	87	2	97.70%	2.30%	673	0	0.00%
LOON LAKE	233	509	25	25	0	0.00%	4	0	100.00%	0.00%	8	0	0.00%
MAPLE VALLEY	432	425	180	180	2	1.11%	44	0	100.00%	0.00%	167	0	0.00%
MOSES LAKE			329	327	5	1.52%	40	0	100.00%	0.00%	312	0	0.00%
MOSES LAKE (AFB)	762	509	59	58	0	0.00%	3	0	100.00%	0.00%	69	0	0.00%
MOSES LAKE	765	509	270	269	5	1.85%	37	0	100.00%	0.00%	243	0	0.00%
NEWMAN LAKE	226	509	39	39	0	0.00%	10	0	100.00%	0.00%	20	0	0.00%
NORTHPORT	732	509	20	20	0	0.00%	5	0	100.00%	0.00%	12	0	0.00%
OLYMPIA			1711	1684	19	1.11%	322	4	98.76%	1.24%	1497	1	0.07%
EVERGREEN	866	360	130	130	0	0.00%	23	1	95.65%	4.35%	121	0	0.00%
LACEY	456	360	796	784	13	1.63%	142	2	98.59%	1.41%	692	1	0.14%
WHITEHALL	352	360	785	770	6	0.76%	157	1	99.36%	0.64%	684	0	0.00%
OMAK-OKANOGAN	826	509	148	144	0	0.00%	20	0	100.00%	0.00%	121	0	0.00%
OROVILLE	476	509	42	42	1	2.38%	6	0	100.00%	0.00%	41	0	0.00%
OTHELLO	488	509	116	115	3	2.59%	16	0	100.00%	0.00%	96	0	0.00%
PASCO	545	509	582	579	17	2.92%	57	1	98.25%	1.75%	493	0	0.00%
PATEROS	923	509	7	7	0	0.00%	1	0	100.00%	0.00%	17	0	0.00%
POMEROY	843	509	21	18	0	0.00%	0	0	0.00%	0.00%	21	0	0.00%
PT. ANGELES			319	317	0	0.00%	58	0	100.00%	0.00%	263	0	0.00%
JOYCE	928	360	23	23	0	0.00%	5	0	100.00%	0.00%	10	0	0.00%
PT. ANGELES	452	360	296	294	0	0.00%	53	0	100.00%	0.00%	253	0	0.00%
PT. LUDLOW	437	360	40	40	1	2.50%	13	0	100.00%	0.00%	32	0	0.00%
PT. ORCHARD			433	430	2	0.46%	71	0	100.00%	0.00%	404	0	0.00%
COLBY	871	360	145	145	1	0.69%	23	0	100.00%	0.00%	157	0	0.00%
PT. ORCHARD	876	360	288	285	1	0.35%	48	0	100.00%	0.00%	247	0	0.00%
PT. TOWNSEND	385	360	217	215	1	0.46%	36	0	100.00%	0.00%	182	0	0.00%
PUYALLAP	841	253	836	829	5	0.60%	152	1	99.34%	0.66%	712	0	0.00%
RENTON	226	425	1208	1201	13	1.08%	228	5	97.81%	2.19%	1037	0	0.00%
RIDGEFIELD	887	360	54	53	2	3.70%	10	1	90.00%	10.00%	64	0	0.00%
ROCHESTER	273	360	109	107	2	1.83%	14	1	92.86%	7.14%	101	0	0.00%
ROY	842	253	53	52	2	3.77%	8	0	100.00%	0.00%	31	0	0.00%
SEATTLE			7035	6843	43	0.61%	1227	10	99.19%	0.81%	5978	2	0.03%
ATWATER	281	206	587	584	2	0.34%	118	3	97.46%	2.54%	482	0	0.00%
CAMPUS	543	206	254	251	1	0.39%	37	0	100.00%	0.00%	244	0	0.00%
CHERRY	241	206	903	891	5	0.55%	124	2	98.39%	1.61%	779	0	0.00%
DUWAMISH	762	206	323	319	2	0.62%	38	0	100.00%	0.00%	283	0	0.00%
EAST	322	206	902	899	6	0.67%	144	1	99.31%	0.69%	822	0	0.00%
ELLIOT	441	206	292	288	1	0.34%	54	0	100.00%	0.00%	233	0	0.00%
EMERSON	361	206	801	797	2	0.25%	138	1	99.28%	0.72%	639	0	0.00%
LAKEVIEW	522	206	581	578	2	0.34%	120	1	99.17%	0.83%	474	0	0.00%
MAIN	223	206	624	480	13	2.08%	139	0	100.00%	0.00%	597	2	0.34%
MERCER ISLAND (Adams)	232	206	156	155	1	0.64%	34	1	97.06%	2.94%	125	0	0.00%
PARKWAY	721	206	531	529	3	0.56%	67	0	100.00%	0.00%	400	0	0.00%
SUNSET	782	206	517	513	2	0.39%	113	0	100.00%	0.00%	455	0	0.00%
WEST	932	206	564	559	3	0.53%	101	1	99.01%	0.99%	445	0	0.00%

Washington Service Order Interval Missed Commitment Report
 Based on 2003 and 2004 Orders (Report 2, Missed Commitments)
 April 2005

1	2	3	12	13	14	15	16	17	18	19	12	21	22
EXCHANGES	WC	AREA CODE	4/05 SOT=NTC INWARD R,SB,LB	4/05 SOT=NTC INWARD R,SB	NOT COMPL W/I 5 DAYS	5 DAY (Greater than 10%)	SUM OF ORDERS W/DD > 5 days; Customer Reasons	SUM OF ORDERS W/DD > 5 DAYS; CR; 5 Lines or Less Missed Appt. Company Reasons	% MET	% Missed	1/05 SOT=NTC INWARD R,SB,LB	NOT COMPL W/I 90 DAYS	90 DAYS (GRTR THAN 1%)
SEQUIM	683	360	233	232	3	1.29%	58	1	98.28%	1.72%	214	1	0.47%
SHELTON	426	360	362	362	1	0.28%	60	1	98.33%	1.67%	269	0	0.00%
SILVERDALE	692	360	298	297	0	0.00%	53	1	98.11%	1.89%	287	0	0.00%
SPOKANE			3703	3571	23	0.62%	659	4	99.39%	0.61%	2627	0	0.00%
CHESTNUT	244	509	99	93	0	0.00%	14	0	100.00%	0.00%	85	0	0.00%
FAIRFAX	325	509	525	522	2	0.38%	70	0	100.00%	0.00%	444	0	0.00%
HUDSON	482	509	549	546	3	0.55%	59	0	100.00%	0.00%	405	0	0.00%
KEYSTONE	534	509	386	385	2	0.52%	43	0	100.00%	0.00%	336	0	0.00%
MORAN	441	509											
RIVERSIDE	455	509	712	705	7	0.98%	135	1	99.26%	0.74%	577	0	0.00%
WALNUT	922	509	892	883	5	0.56%	143	2	98.60%	1.40%	689	0	0.00%
WHITWORTH	466	509	540	537	4	0.74%	195	1	99.49%	0.51%	291	0	0.00%
SPRINGDALE	258	509	41	40	0	0.00%	8	0	100.00%	0.00%	26	0	0.00%
SUMNER (BonneyLake)	863	253	377	372	3	0.80%	71	0	100.00%	0.00%	303	0	0.00%
TACOMA			4444	4392	16	0.36%	636	3	99.53%	0.47%	3816	1	0.03%
FORT LEWIS	964	253	230	230	0	0.00%	37	0	100.00%	0.00%	242	0	0.00%
GREENFIELD	472	253	590	582	1	0.17%	69	0	100.00%	0.00%	560	0	0.00%
JUNIPER	582	253	696	692	1	0.14%	91	0	100.00%	0.00%	623	0	0.00%
LENNOX	531	253	737	734	0	0.00%	107	0	100.00%	0.00%	686	0	0.00%
LOGAN	564	253	449	439	1	0.22%	80	1	98.75%	1.25%	333	0	0.00%
MARKET (Fawcett)	272	253	524	515	4	0.76%	58	0	100.00%	0.00%	428	1	0.23%
SKYLINE	752	253	327	320	2	0.61%	60	1	98.33%	1.67%	223	0	0.00%
WAVERLY-2	922	253	154	150	3	1.95%	27	1	96.30%	3.70%	119	0	0.00%
WAVERLY-7	927	253	737	730	4	0.54%	107	0	100.00%	0.00%	602	0	0.00%
TOUCHET	394	509											
VANCOUVER			2684	2660	57	2.12%	495	4	99.19%	0.81%	2279	1	0.04%
ORCHARDS	253	360	1375	1368	46	3.35%	246	2	99.19%	0.81%	1161	1	0.09%
OXFORD	693	360	846	830	8	0.95%	138	0	100.00%	0.00%	733	0	0.00%
SALMON CREEK (VANCVR NO)	573	360	463	462	3	0.65%	111	2	98.20%	1.80%	385	0	0.00%
WATTSBURG	337	509	15	15	0	0.00%	2	0	100.00%	0.00%	13	0	0.00%
WALLA WALLA	522	509	428	422	3	0.70%	53	1	98.11%	1.89%	344	0	0.00%
WARDEN	349	509	21	21	0	0.00%	2	0	100.00%	0.00%	28	0	0.00%
WINLOCK	785	360	45	45	1	2.22%	4	0	100.00%	0.00%	41	0	0.00%
YAKIMA			1221	1191	4	0.33%	150	2	98.67%	1.33%	1110	0	0.00%
CHESTNUT WEST	244	509	920	891	3	0.33%	103	2	98.06%	1.94%	829	0	0.00%
WEST	965	509	301	300	1	0.33%	47	0	100.00%	0.00%	281	0	0.00%
Washington Customers Served by Exchanges in Neighboring States													
Clarkston	751	509	178	176	2	1.12%	19	0	100.00%	0.00%	117	0	0.00%
WC TOTAL			37015	36453	288	0.78%	6296	61	99.03%	0.97%	31132	6	0.02%

WASHINGTON REPAIR COMMITMENTS MET
APRIL 2005

Measurement Period 2005	# of Repair Tickets	Repair Commitments Met	Repair Commitments Missed	% Met	Force Majeure Exclusions	Physically Obstructed Exclusions
January	18,241	17,147	1094	94.00%	51	105
February	13,348	12,805	543	95.93%	29	62
March	17,068	16,465	603	96.47%	48	55
April	15,158	14,513	645	95.74%	35	56
May						
June						
July						
August						
September						
October						
November						
December						
YTD Total	63,815	60,930	2,885	95.48%	163	278
Baseline (WAC 480-120-439(3)): The missed repair appointment report must state the number of appointments						
missed; made and the number of allowed appointments exclusions.						

WASHINGTON TROUBLE REPORT
APRIL 2005

EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	
			Apr-05	Apr-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04			
Report Rate > 4.00			0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	
ABERDEEN	0	532	117	16665	0.70	1.09	0.62	1.01	1.46	1.32	0.90	0.86	1.11	0.87	0.71	0.79			
AUBURN	0	833	356	33595	1.06	1.02	1.01	1.21	1.17	0.78	1.04	1.07	1.12	0.99	1.20	0.83			
BAINBRIDGE	0	842	134	14011	0.96	1.77	1.11	1.38	1.39	1.07	1.13	1.48	1.52	1.24	1.15	1.19			
BATTLE GROUND	0	687	212	11541	1.84	1.02	0.82	2.13	2.88	1.66	1.39	2.12	2.12	1.56	1.79	1.58			
BELFAIR	0	275	103	8142	1.27	1.05	1.32	2.14	2.36	1.40	1.45	2.33	1.51	1.36	2.25	1.20			
BELLEVUE	0		446	70861	0.63	0.69	1.11	1.11	0.85	0.69	0.68	0.79	2.44	0.69	0.80	0.65			
GLENCOURT	0	453	131	27495	0.48	0.53	0.48	0.61	0.58	0.69	0.60	0.63	0.65	0.56	0.73	0.53			
SHERWOOD	0	641	315	43366	0.73	0.79	1.05	1.43	1.03	0.69	0.73	0.90	3.57	0.78	0.85	0.72			
BELLINGHAM	0		242	42951	0.56	0.63	0.66	0.66	0.76	0.92	0.77	0.69	0.88	0.65	0.66	0.59			
LUMMI	0	758	18	1531	1.18	0.98	1.18	1.17	0.39	1.03	1.80	1.35	1.09	1.49	0.71	2.05			
REGENT	0	671	224	41420	0.54	0.62	0.54	0.64	0.77	0.92	0.74	0.67	0.87	0.62	0.66	0.53			
BLACK DIAMOND	0	886	47	3493	1.35	1.34	2.57	1.48	1.79	0.91	2.05	1.14	0.88	1.26	1.37	1.35			
BREMERTON	0		205	39544	0.52	0.65	0.84	0.84	0.76	0.76	0.68	0.72	0.74	0.66	0.69	0.68			
BREMERTON ESX	0	373	171	35197	0.49	0.62	1.22	0.77	0.69	0.71	0.59	0.66	0.62	0.59	0.63	0.64			
CROSBY	0	830	28	3517	0.80	1.08	0.45	1.44	1.45	1.33	1.57	1.26	1.80	1.18	1.32	0.97			
SUNNYSLOPE	0	674	6	830	0.72	0.48	0.83	1.67	0.72	0.60	0.97	0.84	1.08	1.57	0.85	1.34			
BONNEY LAKE			Numbers added to Summer																
BUCKLEY	0	829	29	3325	0.87	1.65	1.68	1.29	1.49	0.84	1.38	1.14	1.29	1.37	1.21	1.06			
CASTLEROCK	1	274	175	4932	3.55	1.46	1.59	1.74	2.25	2.24	3.71	2.12	4.26	2.01	1.26	1.51			
CENTRALIA	0	736	76	10224	0.74	0.88	0.68	1.21	1.24	1.14	1.03	1.28	1.08	1.37	0.84	0.98			
CHEHALIS	0		76	10646	0.71	0.99	1.02	1.02	1.05	1.21	0.96	0.89	1.28	1.16	0.95	0.81			
CHEHALIS	0	748	53	8035	0.66	0.99	0.78	0.85	0.95	1.14	0.88	0.85	1.22	1.10	0.99	0.64			
NAPAVINE	0	262	23	2611	0.88	0.99	0.84	1.53	1.38	1.42	1.22	1.00	1.47	1.35	0.84	1.33			
CLE-ELUM	0	674	34	3346	1.02	0.90	0.60	0.93	0.69	0.96	1.42	1.11	2.68	1.05	1.66	0.97			
COLFAX	0	397	16	2509	0.64	0.91	0.59	0.79	0.83	1.37	1.22	2.38	1.23	1.35	1.29	0.70			
COLVILLE	0	684	47	7088	0.66	1.07	0.80	0.72	0.86	0.70	1.04	1.15	2.56	1.21	0.89	1.24			
COPALIS(OCEAN SHORES)	0	289	34	4169	0.82	1.01	1.22	1.90	1.91	2.21	1.57	1.62	1.33	1.24	1.03	0.93			
COULEE DAM	0	633	21	2298	0.91	1.35	0.43	0.78	1.07	0.56	0.94	0.90	1.23	1.32	0.89	1.05			
CRYSTAL MTN.	0	663	6	673	0.89	1.47	1.57	0.85	3.76	0.58	0.88	1.63	1.18	1.04	1.95	0.89			
DAYTON	0	382	31	1939	1.60	1.51	0.78	1.04	1.51	1.26	1.74	2.80	2.36	2.35	1.93	0.95			
DEER PARK	0	276	71	6407	1.11	0.94	1.15	0.73	1.08	1.04	1.06	1.00	1.81	1.27	1.15	1.89			
DES MOINES	0		272	35211	0.77	0.74	0.93	0.93	0.82	0.75	0.83	0.92	0.85	0.72	0.83	0.95			
DES MOINES	0	824	114	13719	0.83	0.81	0.70	1.09	0.87	0.81	0.90	0.94	0.84	0.71	0.77	0.97			
FEDERAL WAY	0	839	158	21492	0.74	0.69	0.62	0.84	0.80	0.72	0.79	0.91	0.86	0.72	0.87	0.94			
EASTON	0	656	2	711	0.28	0.14	0.42	0.97	0.69	0.70	0.98	1.23	1.92	0.28	0.56	0.97			
ELK	0	292	26	2861	0.91	0.70	0.66	0.94	0.80	1.04	0.90	1.53	1.01	1.01	1.15	1.53			
ENUMCLAW	0	825	89	9452	0.94	0.87	0.65	1.26	1.26	0.80	1.26	1.38	1.19	0.94	0.92	1.06			
EPHRATA	0	754	33	3608	0.91	1.57	0.99	1.23	0.87	1.10	1.26	0.93	0.61	0.84	0.96	0.56			
GRAHAM	0	847	173	19895	0.87	0.92	1.12	1.26	1.08	1.12	0.96	1.01	1.10	1.21	1.58	1.44			

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EXCHANGE	#	WC	ALINES	#Rpts	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE	RATE
			Apr-05	Apr-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04		
Report Rate > 4.00					0	0	0	0	0	0	1	1	1	0	0	0		
GREEN BLUFF	0	238	28	3018	0.93	0.73	0.83	0.99	0.69	0.86	0.59	1.59	1.52	1.40	2.05	0.79		
HOODSPORT	0	877	30	2574	1.17	0.35	0.82	0.94	0.67	1.06	1.41	0.62	1.52	0.82	1.02	1.41		
ISSAQUAH	0	392	162	26386	0.61	0.72	0.47	1.00	1.05	0.90	0.98	0.88	1.23	0.88	1.18	0.81		
KENT	0		386	61898	0.62	0.60	0.83	0.83	0.80	0.79	0.79	0.76	0.93	0.82	0.83	0.86		
KENT MERIDIAN	0	630	177	22477	0.79	0.71	0.88	1.11	1.01	1.03	0.94	1.04	1.27	1.31	1.03	1.35		
KENT OBRIEN	0	251	24	10865	0.22	0.15	0.20	0.35	0.30	0.37	0.27	0.32	0.31	0.40	0.50	0.28		
KENT ULRICH	0	852	185	28556	0.65	0.68	0.54	0.80	0.82	0.75	0.88	0.72	0.90	0.60	0.82	0.71		
LIBERTY LAKE	0	255	7	1605	0.44	0.50	0.31	0.25	0.31	0.55	0.37	0.61	0.49	0.55	0.49	1.57		
LONGVIEW-KELSO	0	423	415	32075	1.29	1.34	1.01	1.16	1.13	1.09	1.23	1.25	1.48	1.05	1.10	0.94		
LOON LAKE	0	233	17	1436	1.18	0.98	1.32	0.49	1.24	0.83	0.82	0.87	1.78	1.25	1.19	1.27		
MAPLE VALLEY	0	432	128	13323	0.96	0.77	0.66	0.85	1.02	0.95	0.70	2.19	0.79	0.81	0.82	1.14		
MOSES LAKE	0		170	14442	1.18	1.16	1.08	1.08	1.22	0.96	0.95	1.09	1.63	1.17	1.72	1.09		
MOSES LAKE AFB	0	762	17	2496	0.68	0.72	0.50	0.88	1.11	0.68	1.17	0.75	0.94	1.05	1.15	0.84		
MOSES LAKE	0	765	153	11946	1.28	1.25	0.96	1.12	1.25	1.02	0.90	1.16	1.78	1.20	1.85	1.15		
NEWMAN LAKE	0	226	24	2572	0.93	0.78	0.50	0.74	0.62	0.31	0.70	0.96	0.93	1.46	1.65	1.26		
NORTHPORT	0	732	11	1016	1.08	1.38	0.78	0.69	1.76	2.16	1.08	1.36	2.35	1.86	0.59	1.58		
OLYMPIA	0		693	95097	0.73	0.89	0.98	0.98	0.85	0.79	0.83	0.85	0.83	0.87	0.85	0.80		
EVERGREEN	0	866	67	7461	0.90	0.75	0.80	1.15	1.24	1.33	0.96	1.59	1.00	1.29	1.00	1.05		
LACEY	0	456	278	42027	0.66	0.84	0.65	0.97	0.88	0.59	0.77	0.77	0.73	0.85	0.82	0.71		
WHITEHALL	0	352	348	45609	0.76	0.95	0.80	0.96	0.76	0.87	0.88	0.82	0.90	0.82	0.86	0.83		
OMAK-OKANOGAN	0	826	66	7470	0.88	1.08	0.79	0.90	1.28	0.95	0.97	1.08	1.54	0.83	1.08	1.22		
OROVILLE	0	476	18	1868	0.96	1.55	0.65	0.96	0.91	0.86	1.50	1.71	1.55	1.22	1.17	1.16		
OTHELLO	0	488	63	4617	1.36	2.66	1.66	2.15	1.53	2.05	1.22	1.20	2.83	1.97	2.54	2.95		
PASCO	0	545	186	20589	0.90	0.88	0.78	1.13	0.93	1.09	1.70	1.29	1.73	1.78	2.12	1.29		
PATEROS	0	923	3	825	0.36	0.96	0.36	0.60	0.60	0.84	0.12	0.60	1.54	0.71	1.06	0.71		
POMEROY	0	843	21	1364	1.54	1.61	0.74	1.04	1.64	0.83	1.41	2.01	2.06	1.85	1.40	0.95		
PT. ANGELES	0		146	19341	0.75	0.81	1.67	1.67	1.06	1.00	0.87	1.13	1.20	0.82	0.85	0.84		
JOYCE	1	928	10	1268	0.79	1.59	2.46	5.98	2.07	0.79	1.34	1.87	1.95	2.73	2.44	1.65		
PT. ANGELES	0	452	136	18073	0.75	0.75	0.86	1.37	0.99	1.02	0.84	1.08	1.15	0.69	0.74	0.79		
PT. LUDLOW	0	437	24	2888	0.83	0.52	0.73	0.83	0.93	0.94	1.57	1.04	1.21	1.18	1.12	1.04		
PT. ORCHARD	0		204	23655	0.86	1.07	1.14	1.14	1.10	1.07	1.02	1.07	1.02	0.98	1.08	1.71		
COLBY	0	871	70	9136	0.77	1.32	1.07	1.37	1.20	1.13	1.01	0.94	1.09	1.06	1.20	1.12		
PT. ORCHARD	0	876	134	14519	0.92	0.91	0.80	1.00	1.03	1.04	1.03	1.15	0.98	0.93	1.00	2.07		
PT. TOWNSEND	0	385	105	11963	0.88	0.93	0.64	0.96	0.99	0.86	0.87	1.03	1.47	0.94	1.26	1.17		
PUYALLUP	0	841	277	40180	0.69	0.73	0.71	0.93	1.04	0.91	2.00	0.96	1.08	0.87	0.92	0.88		
RENTON	0	226	357	57128	0.62	0.76	0.64	1.03	1.01	0.84	0.84	0.78	0.89	0.76	0.78	0.79		
RIDGEFIELD	2	887	52	3855	1.35	1.66	2.92	1.95	2.91	1.33	4.18	6.65	2.45	1.83	2.36	1.69		
ROCHESTER	0	273	111	6275	1.77	0.94	0.93	1.74	1.17	1.26	1.72	1.86	1.82	1.31	1.01	1.34		
ROY	0	843	57	2777	2.05	1.16	0.90	1.12	1.59	1.29	1.67	1.45	1.60	1.31	1.16	1.44		
SEATTLE	0		2444	409116	0.60	0.66	0.71	0.71	0.68	0.66	0.68	0.73	0.78	0.68	0.70	0.65		

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			Apr-05	Apr-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04		
Report Rate > 4.00					0	0	0	0	0	0	1	1	1	0	0	0	0	0
ATWATER	0	281	144	32395	0.44	0.54	0.45	0.54	0.68	0.62	0.51	0.63	0.82	0.75	0.71	0.64		
CAMPUS	0	543	98	15153	0.65	0.39	0.35	0.48	0.44	0.51	0.63	0.76	0.69	0.63	0.70	0.41		
CHERRY	0	241	346	44178	0.78	0.83	0.58	1.18	0.87	0.73	0.78	0.79	1.04	0.83	0.90	0.88		
DUWAMISH	0	655	132	17428	0.76	0.73	0.56	0.82	0.69	0.81	0.84	0.90	0.92	0.69	0.74	0.65		
EAST	0	322	341	44823	0.76	0.81	0.59	0.74	0.82	0.82	1.03	0.93	0.88	0.82	0.87	0.76		
ELLIOT	0	441	36	11519	0.31	0.28	0.26	0.24	0.30	0.22	0.39	0.28	0.24	0.33	0.44	0.36		
EMERSON	0	417	265	44346	0.60	0.68	0.56	0.83	0.69	0.61	0.68	0.79	0.95	0.72	0.66	0.67		
LAKEVIEW	0	522	236	38368	0.62	0.88	0.56	0.93	0.72	0.72	0.72	0.77	0.85	0.68	0.74	0.78		
MAIN	0	223	118	60766	0.19	0.20	0.16	0.18	0.20	0.17	0.20	0.21	0.22	0.24	0.29	0.30		
MERCER ISLAND (ADAMS)	0	232	89	12650	0.70	0.81	0.70	0.97	0.88	0.92	0.76	1.20	0.99	1.03	1.21	0.86		
PARKWAY	0	723	262	24094	1.09	1.24	0.76	1.15	1.07	1.30	0.84	1.03	1.04	0.95	0.97	0.86		
SUNSET	0	782	163	33952	0.48	0.50	0.40	0.56	0.69	0.58	0.67	0.74	0.65	0.55	0.52	0.55		
WEST	0	932	214	29444	0.73	0.78	0.59	0.75	0.94	0.93	0.97	0.99	1.11	0.98	0.88	0.83		
SEQUIM	0	683	95	14869	0.64	0.73	0.79	1.07	1.04	1.49	1.59	1.07	0.98	1.26	0.91	0.98		
SHELTON	0	427	154	16989	0.91	1.01	0.86	1.27	1.05	1.22	1.01	1.29	1.14	1.06	1.26	0.98		
SILVERDALE	0	692	106	17711	0.60	0.59	0.63	0.67	0.88	0.85	0.76	0.66	0.87	0.69	0.65	0.78		
SPOKANE	0	1259	177432	0.71	0.73	0.63	0.63	0.63	0.74	0.75	0.74	0.95	0.99	0.90	0.95	1.30		
CHESTNUT	0	244	39	3665	1.06	0.93	0.95	0.76	0.87	0.68	1.26	1.12	2.09	0.91	3.13	2.15		
FAIRFAX	0	325	164	25892	0.63	0.98	0.68	0.68	0.69	0.77	0.67	0.85	1.11	0.77	0.96	1.03		
HUDSON	0	482	99	19949	0.50	0.73	0.36	0.58	0.62	0.67	0.57	0.68	0.67	0.75	0.89	1.59		
KEYSTONE	0	534	188	17337	1.08	0.62	0.44	0.71	0.59	0.58	0.76	0.76	0.98	0.87	0.87	1.62		
MORAN	0																	
RIVERSIDE	0	455	258	36894	0.70	0.63	0.00	0.62	0.84	0.73	0.73	0.89	0.88	0.75	0.85	1.23		
WALNUT	0	922	318	47739	0.67	0.68	0.46	0.58	0.69	0.78	0.67	0.89	0.99	0.90	0.88	1.08		
WHITWORTH	0	466	193	25956	0.74	0.78	0.51	0.66	0.89	0.91	1.01	1.54	1.14	1.37	1.02	1.50		
SPRINGDALE	0	258	12	1702	0.71	1.06	0.58	0.99	2.33	1.77	2.48	1.59	1.41	3.38	3.47	2.56		
SUMNER	0	863	296	23194	1.28	0.90	0.76	1.02	1.01	1.22	1.64	1.01	1.02	0.86	0.98	0.84		
TACOMA	0	1512	194060	0.78	0.95	0.97	0.97	0.97	0.84	0.78	0.91	1.00	1.02	0.85	0.96	0.90		
FORT LEWIS	0	964	40	5612	0.71	0.51	0.58	0.89	1.09	0.70	0.74	0.55	0.54	0.64	0.82	0.48		
GREENFIELD	0	472	259	25028	1.03	1.96	0.95	1.20	1.06	0.95	1.09	0.96	1.31	0.91	1.50	0.95		
JUNIPER	0	581	201	28651	0.70	0.93	0.80	0.97	0.86	0.86	1.03	1.22	1.22	1.06	0.92	0.84		
LENNOX	0	531	302	32955	0.92	1.13	0.85	1.18	1.09	0.95	1.19	1.09	1.28	1.12	1.17	1.44		
LOGAN	0	564	126	18829	0.67	0.81	0.55	1.12	0.71	0.84	0.86	0.95	0.90	0.71	0.76	0.79		
MARKET/FAWCETT	0	272	143	21255	0.67	0.64	0.51	0.61	0.56	0.57	0.66	0.68	0.62	0.58	0.52	0.76		
SKYLINE	0	752	109	17468	0.62	0.82	0.56	0.81	0.74	0.73	0.83	0.93	0.99	0.74	0.74	0.75		
WAVERLY-2	0	922	108	8601	1.26	0.89	0.89	1.07	0.90	0.68	0.93	1.05	0.76	0.62	0.91	1.06		
WAVERLY-7	0	927	224	35661	0.63	0.52	0.54	0.83	0.68	0.60	0.67	1.06	0.85	0.76	0.91	0.68		
TOUCHET	0																	
VANCOUVER	0		938	110644	0.95	1.04	1.05	1.05	1.07	1.02	1.00	0.94	1.21	1.00	1.09	1.07		

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Report Rate > 4.00					0	0	0	0	0	0	1	1	1	0	0	0	0	0
ORCHARDS	0	253	468	57215	0.82	1.03	1.02	1.07	1.05	1.05	0.97	0.95	1.20	0.91	1.15	1.18		
OXFORD	0	693	287	30775	0.93	1.14	0.74	1.04	1.09	1.02	1.09	0.92	1.11	1.12	1.05	1.02		
SALMON CREEK (VANCOUVER NORTH)	0	573	183	22654	0.81	0.94	0.79	1.01	1.11	0.96	0.98	0.95	1.37	1.06	0.99	0.83		
WAITSBURG	0	337	15	764	1.96	0.66	0.65	0.39	1.45	1.70	1.17	1.96	3.00	1.82	1.29	1.91		
WALLA WALLA /TOUCHET	0	522	157	21775	0.72	0.92	0.67	0.80	0.73	0.77	1.02	0.67	1.00	0.73	1.00	0.78		
WARDEN	0	349	16	1371	1.17	1.08	0.94	1.23	1.08	0.50	2.20	1.20	3.05	1.98	0.91	1.04		
WINLOCK	0	785	30	2305	1.30	1.00	1.39	2.01	1.48	1.65	1.97	1.80	1.14	0.57	1.71	0.70		
YAKIMA	0		414	53630	0.77	0.70	0.70	0.70	0.65	0.84	0.74	0.70	0.97	1.05	0.93	0.83		
CHESTNUT	0	248	288	36289	0.79	0.78	0.53	0.69	0.68	0.97	0.79	0.68	0.98	1.17	0.97	0.79		
WEST	0	965	126	17341	0.73	0.52	0.35	0.71	0.60	0.55	0.64	0.73	0.95	0.78	0.85	0.92		
Washington Customers Served by Exchanges in Neighboring States																		
CLARKSTON	0	751	93	8371	1.11	1.05	0.71	0.89										
TOTALS			14375	1884267	0.76	0.63	0.68	0.92	0.90	0.85	0.91	0.94	1.09	0.88	0.93	0.91		

WASHINGTON ANCR REPORT
APRIL 2005

WASHINGTON ANCR - APRIL 2005 ANCR Red Orange Yellow Report							
Ticket ID	Escalation Code	Failure Category	Incident Dat	Restore Date	Total No. of Hours OOS	Geography Affected	Failure Description
WA.050226.005 YELLOW		INTERCONNECT	26FEB2005:14:41:00	28APR2005:10:40:00	1459:59:00		<p>MCCHORD AFB PSAP IS DOWN. 911 CENTER NOTIFIED THE PSAP TO REMOTELY ACTIVATED THEIR MAKE BUSY KEY TO REROUTE CALLS. 2/28/05 22:03 PST PER 911 CENTER ADVISED TRUNKS STILL FAILED VENDOR IS WORKING ISSUE NO ETR. 3/01/05 02:44 911 GROUP REQUESTING UPDATE FROM THE PSAP. 3/01/05 15:02 PER 911, THE EARLIEST THE EQUIPMENT WILL BE IN WILL BE ON THURSDAY AND THEY WILL GIVE US STATUS THEN. (VENDOR EQUIPMENT ON ORDER.) 3/3/05 14:45 PSAP IS WAITING FOR EQUIPMENT REPLACEMENT TO BE APPROVED, CHECK BACK 3/7/05 EQUIPMENT STILL DOWN. CHECK ON DAYS ON 3/8.3/8/05 EQUIPMENT STILL DOWN. CHECK ON 3/9.3/9 TKT HAS BEEN PUSHED OUT ONE WEEK. CHECK AGAIN ON 3/14. 3/14 LOCAL CONTACT IS OUT UNTIL 3-21. 3/21 NO NEW STATUS FROM PSAP OR 911. 3-22 REQUESTED UPDATE FROM 911. 3/23 2100- PSAP HAS NO MONEY TO UPGRADE EQUIPMENT PUSHING OUT UNTIL 3/25. WAITING FOR NEW BUDGET 5/1. WORK COMPLETED ON THE PSAP</p>

WASHINGTON AVERAGE TIME IN QUEUE IN SECONDS
 FOR REPAIR AND RES/BUS OFFICE ACCESS
 APRIL 2005

	RES			BUS			RES/BUS COMBINED TOTALS			REPAIR		
	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average	Volume	Time in Queue	Average
January		28,894,011	14		3,379,035	15		32,273,046	14		8,768,809	20
February		43,301,914	23		2,490,920	12		45,792,834	22		10,994,954	30
March		38,303,010	19		978,176	4		39,281,186	17		9,669,312	25
April		31,820,332	17		2,161,476	11		33,981,808	17		9,807,011	25
May												
June												
JULY												
AUGUST												
SEPTEMBER												
OCTOBER												
NOVEMBER												
DECEMBER												

Benchmark: 480-120-133 (2)(c) . Each month the average time until a live representative answers a call must not exceed 60 seconds from the time the caller selects the appropriate option to speak to a live representative.

WASHINGTON OUT OF SERVICE SUMMARY
APRIL 2005

Measurement Period 2005	Total # of Out Of Service Tickets	Out of Service Cleared 48 Hours	% Out Of Service <= 48 Hours	Out of Service Not Cleared in 48 Hours	# Of Exemptions	
January	13,081	12,876	98.43%	205	199	
February	9,545	9,473	99.25%	72	112	
March	12,453	12,382	99.43%	71	107	
April	10,816	10,737	99.27%	79	129	
May						
June						
July						
August						
September						
October						
November						
December						
	45,895	45,468	99.07%	427	547	
Baseline(WAC 480-120-439(9)/480-120-440(1)): A company must repair all out-of-service interruptions within 48 hours, excluding Sundays and holidays, unless physically obstructed from doing so or due to interruptions caused by extraordinary or abnormal conditions of operation.						
Measurement Period 2005	All Other Repair Tickets	All Other Repairs Cleared LT <=72 Hours	All Other Repairs Cleared GTR > 72 Hours	% All Other Repairs Cleared <= 72 Hours	Force Majeure All Other Troubles Cleared GTR > 72 Hours	Non Force Majeure All Troubles Cleared GTR > 72 Hours
January	5,075	5,040	35	99.31%	2	40
February	3,748	3,731	17	99.55%	2	32
March	4,576	4,563	13	99.72%	0	35
April	4,263	4,243	20	99.53%	2	39
May						
June						
July						
August						
September						
October						
November						
December						
YTD TOTAL	17,662	17,577	85	99.52%	6	146
Baseline: (WAC 480-120-439 (9)/480-120-440(2)): All "other" regulated service interruptions must be repaired within seventy-two hours unless the company is unable to make the repair because it is physically obstructed from doing so or because of force majeure, in which case the repair must be made as soon as practicable.						

WASHINGTON E911, TOLL, AND LOCAL TRUNK BLOCKING
APRIL 2005

Trunks Blocking > 1% for the month of Apr 2005				E911 Trunk Blocking					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Mar-05	Apr-05	Explanation/Details of Action Taken, Trunk Servicing Response - Apr05	
AP069365	2			one way	E911	1.67%	1.46%	Blocking only on 4/25/05 @ 22:00. Capacity TGSR sent on 4/7 to notify the 911 group of the blocking in March.	
AP064827	2			one way	E911	32.30%	31.20%	We have issued TGSR's to the 911 group. Last TGSR was issued on 4/28/05. Augmentation may be needed.	
Percent of trunk meeting standard:						97.50%	98.79%		
Total number of trunks:							166		
Number of trunks out of compliance for the month:							2		
Trunks Blocking > .5% for the month of Apr 2005				Toll Trunk Blocking					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Mar-05	Apr-05	Explanation/Details of Action Taken, Trunk Servicing Response - Apr05	
AP077413	240			two way	GOS	1.53%	0.53%	Blocked hour 19 on 4/28/05 only. Service Advisory TGSR sent on 5/5/05.	
AP077405	108			two way	GOS	0.36%	1.27%		
AP081969	336			two way	GOS	0.00%	1.43%		
AP073995	336			two way	GOS	0.00%	4.80%		
Percent of trunk meeting standard:						99.22%	98.96%		
Total number of trunks:							387		
Number of trunks out of compliance for the month:							4		
Trunks Blocking > 1% for the month of Apr 2005				Local Trunk Blocking					
Trunk Group ID	Number of Trunks in Trunk Group	A Location	Z Location	Direction	Type of Calls Carried	Mar-05	Apr-05	Explanation/Details of Action Taken, Trunk Servicing Response - Apr05	
AP045570	576			two way	LOCAL	0.33%	1.26%		
Percent of trunk meeting standard:						99.69%	99.69%		
Total number of trunks:							330		
Number of trunks out of compliance for the month:							1		

Key =
GOS: Grade of Service
Toll-DDD: Direct Distance Dial
TGSR: Trunk Group Service Request Form

DIAL TONE
NETWORK CONGESTION MONTHLY REPORT
APRIL 2005

Measurement Period	# ACCESS LINES	DIAL TONE SPEED TESTS	DIAL TONE DELAYS	PERCENT (Greater than 10%)
January	1,902,908	38,021,739	6,083	0.02%
February	1,897,897	34,096,954	5,089	0.01%
March	1,888,657	38,446,090	5,470	0.01%
April	1,884,267	37,808,219	3,532	0.01%
May				
June				
July				
August				
September				
October				
November				
December				
YTD Total		148,373,002	20,174	0.01%
Baseline: Sufficient dial central office capacity and equipment shall be provided to meet the requirement				
of dial tone within three seconds on at least 98% of calls placed. Credits do not				
apply during periods of emergency or catastrophe, extraordinary or abnormal conditions of operations,				
such as those resulting from work stoppage, holidays, civil unrest, force majeure or disruptions of service				
caused by persons or entities other than Qwest.				

WASHINGTON DIAL TONE REPORT
APRIL 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
ABERDEEN-HOQUI	532	360	366294	6	0.00%
ATWATER	281	206	559951	4	0.00%
AUBURN	833	253	712136	67	0.01%
BLACK DIAMOND	REMOTE OF AUBURN				
BAINBRIDGE ISLAN	842	206	322781	103	0.03%
BATTLEGROUND	687	360	219380	136	0.06%
BELFAIR	275	360	137739	5	0.00%
BONNEY LAKE	862	253	260628	0	0.00%
BREMERTON ESSE	373	360	738357	1	0.00%
BUCKLEY	829	360	56952	0	0.00%
CAMPUS	543	206	305398	5	0.00%
CASTLE ROCK	274	360	109037	282	0.26%
CENTRALIA	736	360	214994	1	0.00%
CHEHALIS	748	360	152996	0	0.00%
CHERRY	241	206	938406	163	0.02%
CLE-ELUM	674	509	44144	0	0.00%
COLBY	871	360	171149	23	0.01%
COLFAX	397	509	34985	0	0.00%
COLVILLE	684	509	137818	8	0.01%
NORTHPORT	REMOTE OF COLVILLE				
COULEE DAM	633	509	40476	0	0.00%
CROSBY	830	360	63343	0	0.00%
CRYSTAL MTN.	663	360	4678	0	0.00%
DAYTON	382	509	30386	0	0.00%
DEER PARK	276	509	135631	0	0.00%
DES MOINES	824	206	305881	45	0.01%
DUWAMISH	762	206	395018	0	0.00%
EAST	322	206	691315	82	0.01%
EASTON	656	509	7932	0	0.00%
ELK	292	509	62422	10	0.02%
ELLIOT	441	206	207252	0	0.00%
EMERSON	361	206	773070	0	0.00%
ENUMCLAW	825	360	162973	0	0.00%
EPHRATA	754	509	56467	0	0.00%
FAIRFAX	325	509	570101	203	0.04%
CHESTNUT	REMOTE OF FAIRFAX				
FEDERAL WAY	839	253	494745	124	0.03%
FORT LEWIS	964	253	121221	6	0.00%
GLENCOURT	453	425	588198	7	0.00%
GRAHAM	847	253	453313	56	0.01%
GREEN BLUFF	238	509	54916	0	0.00%
GREENFIELD	472	253	705761	41	0.01%
HUDSON	482	509	479507	0	0.00%
ISSAQUAH	392	425	508369	20	0.00%
JOYCE	928	360	16699	0	0.00%
JUNIPER	582	253	617385	87	0.01%
KENT MERIDIAN	630	253	434981	208	0.05%
KENT OBRIEN	251	206	296136	4	0.00%
KENT ULRICH	852	253	592108	48	0.01%
KEYSTONE	534	509	457415	0	0.00%
LACEY	456	360	770175	64	0.01%
LAKEVIEW	522	206	526362	36	0.01%
LENNOX	531	253	719985	9	0.00%
LIBERTY LAKE	255	509	24747	0	0.00%
LOGAN	564	253	352544	69	0.02%
LONGVIEW-KELSO	423	360	738264	4	0.00%
LOON LAKE	233	509	19638	0	0.00%
Main (Seattle)	223	206	1332338	56	0.00%
MAPLE VALLEY	432	425	221164	91	0.04%
MARKET (Fawcett)	272	253	579158	5	0.00%

WASHINGTON DIAL TONE REPORT
APRIL 2005

EXCHANGES	WC	AREA CODE	DIAL TONE SPEED TESTS	DIAL TONE DELAYS > 3 SECS	PERCENT
MERCER ISLAND (A)	232	206	292819	17	0.01%
MOSES LAKE	762	509	337106	1	0.00%
MOSES LAKE(AFB)	765	509	62971	0	0.00%
NAPAVINE	262	360	55532	0	0.00%
NEWMAN LAKE	226	509	51105	0	0.00%
OCEAN SHORES	289	360	61610	0	0.00%
OMAK-OKANOGAN	826	509	134548	0	0.00%
ORCHARDS	253	360	1038310	108	0.01%
OROVILLE	476	509	30943	0	0.00%
OTHELLO	488	509	148374	0	0.00%
PARKWAY	721	206	660615	207	0.03%
PASCO	545	509	484607	0	0.00%
PATEROS	923	509	10481	0	0.00%
POMEROY	843	509	23425	0	0.00%
PT. ANGELES	452	360	291480	2	0.00%
PT. LUDLOW	437	360	43563	0	0.00%
PT. ORCHARD	876	360	305551	87	0.03%
SUNNYSLOPE	REMOTE OF PT. ORCHARD				
PT. TOWNSEND	385	360	261453	5	0.00%
PUYALLAP	841	253	756402	2	0.00%
REGENT	671	360	1014573	68	0.01%
LUMMI	REMOTE OF REGENT				
RENTON	226	425	1069295	114	0.01%
RIDGEFIELD	887	360	64251	0	0.00%
RIVERSIDE	455	509	631390	33	0.01%
MORAN	REMOTE OF RIVERSIDE				
ROCHESTER	273	360	146294	0	0.00%
ROY	843	253	60242	0	0.00%
SEQUIM	683	360	187172	1	0.00%
SHELTON	426	360	371074	162	0.04%
HOODSPORT	REMOTE OF SHELTON				
SHERWOOD	641	425	782351	59	0.01%
SILVERDALE	692	360	322990	82	0.03%
SKYLINE	752	253	333807	0	0.00%
SPRINGDALE	258	509	41118	0	0.00%
SUMNER (BonneyLa	863	253	240878	7	0.00%
BONNEY LAKE	REMOTE OF SUMNER				
SUNSET	782	206	482583	71	0.01%
VANCOUVER NO. SALMON CRK(NO)	573	360	372584	35	0.01%
VANCOUVER OXFC	693	360	785218	23	0.00%
WAITSBURG	337	509	16437	0	0.00%
WALLA WALLA (incl	522	509	628840	11	0.00%
TOUCHET	REMOTE OF WALLA WALLA				
WALNUT	922	509	879117	0	0.00%
WARDEN	349	509	36405	0	0.00%
WAVERLY-2	922	253	224547	16	0.01%
WAVERLY-7	927	253	657312	33	0.01%
WEST	965	509	519713	0	0.00%
WHITEHALL	352	360	861780	225	0.03%
EVERGREEN	REMOTE OF WHITEHALL				
WHITWORTH	466	509	443461	78	0.02%
WINLOCK	785	360	42187	0	0.00%
YAKIMA CHESTNUT	244	509	1076038	5	0.00%
YAKIMA WEST	965	509	370448	1	0.00%
TOTAL			37808219	3532	0.01%

Washington Commission Complaint Report
 April 2005

Date Complaint Opened	Date of Violation	Violation Cited*	# of Occurrences	Commission Complaint Number	Type of Complaint	Disputes/Comments
<i>Nothing to report</i>						
Total for month			0			
Baseline: Provide a complete and detailed response to the Commission Consumer Affairs staff in accordance with the WAC 480-120-166, within two business days of receipt of a commission inquiry for service affecting complaints and within five business days for non-service affecting complaints.						
Note: This report only reflects Washington customer complaints for the period reported, where the WUTC assessed a violation in 2004 based on non-compliance with WAC 480-120-166 or the merger agreement commitment (UT-991358) to provide a complete and detailed response within two business days for service affecting complaints and within five business days for non-service affecting complaints. Qwest can only report violations by the WUTC staff, which are forwarded to Qwest, as the complaint is being worked or once the complaint is closed by the WUTC.						

Missed Appointments/Commitments - Install Residence (New Connect/Reconnect orders)							Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons		Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons		Number Exclusions	
Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number Exclusions					
January, 2005												
February, 2005												
March, 2005												
April, 2005												
May, 2005												
June, 2005												
July, 2005												
August, 2005												
September, 2005												
October, 2005												
November, 2005												
December, 2005												
YTD Total	50947	1007	1349	522478	294	354	1703					
Missed Appointments/Commitments - Install Business (New Connect/Reconnect orders)							Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons		Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons		Number Exclusions	
Measurement Period	Number of Scheduled Appointments (dispatched orders)	Number of Scheduled Appointments (dispatched orders) missed due to Company reasons	Number of Scheduled Appointments (dispatched orders) missed due to customer reasons	Number of Scheduled Commitments (non-dispatched orders)	Number of Scheduled Commitments (non-dispatched orders) missed due to Company reasons	Number of Scheduled Commitments (non-dispatched orders) missed due to customer reasons	Number Exclusions					
January, 2005												
February, 2005												
March, 2005												
April, 2005												
May, 2005												
June, 2005												
July, 2005												
August, 2005												
September, 2005												
October, 2005												
November, 2005												
December, 2005												
YTD Total	15631	389	614	46161	97	96	710					

Washington Customer Service Guarantee Program Credits
April 2005

Missed Appointments/Commitments - Repair Residence		Number of Scheduled Appointments (dispatched tickets)		Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.		Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.		Number of Scheduled Commitments (non-dispatched tickets)		Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons.		Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.		Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions.	
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions.	Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to Company reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions.
January, 2005															
February, 2005															
March, 2005															
April, 2005															
May, 2005															
June, 2005															
July, 2005															
August, 2005															
September, 2005															
October, 2005															
November, 2005															
December, 2005															
YTD Total	42635	2254	236	13792	158	0	378								
Missed Appointments/Commitments - Repair Business		Number of Scheduled Appointments (dispatched tickets)		Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.		Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.		Number of Scheduled Commitments (non-dispatched tickets)		Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.		Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions.			
Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions.	Measurement Period	Number of Scheduled Appointments (dispatched tickets)	Number of Scheduled Appointments (dispatched tickets) missed due to Company reasons.	Number of Scheduled Appointments (dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets)	Number of Scheduled Commitments (non-dispatched tickets) missed due to customer reasons.	Number of Scheduled Commitments (non-dispatched tickets) missed due to Exclusions.		
January, 2005															
February, 2005															
March, 2005															
April, 2005															
May, 2005															
June, 2005															
July, 2005															
August, 2005															
September, 2005															
October, 2005															
November, 2005															
December, 2005															
YTD Total	5270	427	42	2118	46	0	63								

Washington Customer Service Guarantee Program Credits
April 2005

Missed Appointment/Commitment Credits Paid - Install Residence/Business (New Connect/Reconnect)		Number of RESIDENCE customers receiving credits for company missed appointments/com- mits-Install		Total amount of missed appointments credits paid		Month Credit Paid Upon Credit Issued/Bill Date		Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Install		Total amount of missed appointments credits paid.		Month Credit Paid Upon Credit Issued/Bill Date	
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com- mits-Install	Total amount of missed appointments credits paid	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Install
January, 2005													
February, 2005													
March, 2005													
April, 2005													
May, 2005													
June, 2005													
July, 2005													
August, 2005													
September, 2005													
October, 2005													
November, 2005													
December, 2005													
YTD Total	1414	\$75,175		656	\$37,450								
Missed Appointment/Commitment Credits Paid - Repair													
Measurement Period	Number of RESIDENCE customers receiving credits for company missed appointments/com- mits-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Install	Total amount of missed appointments credits paid.	Month Credit Paid Upon Credit Issued/Bill Date	Number of BUSINESS customers receiving credits for company missed appointments/com- mits-Install
January, 2005													
February, 2005													
March, 2005													
April, 2005													
May, 2005													
June, 2005													
July, 2005													
August, 2005													
September, 2005													
October, 2005													
November, 2005													
December, 2005													
YTD Total	2658	\$132,900		370	\$18,500								

Baseline: VN U-40 2.2.2.B.1.b. / VN U-40 2.2.2.B.1.c a \$50 credit will be offered if the company fails to keep a guaranteed appointment or commitment.

Washington Customer Service Guarantee Program Credits
April 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Residence													120215
# of completed orders for installation of primary service													
# of completed orders for primary service installed w/i 5 bus. days													119530
# of credits-First Month's Charge(HO Recurring)													819
Amount of credit-First Month's Charge(HO Recur)													\$10,127.00
# of credits-Installation (HO NonRecur)													820
Amount of credits-Installation (Ho NonRecur)													\$25,079.00
# of \$100 Bill Credits													819
Amount of \$100 Bill Credits													\$87,300.00
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0.00
# of Voice Mail Nonrecurring Credits													0
Amount of Voice Mail Nonrecurring Credits													\$0.00
#Cell Loaners													0
Amount of cell vouchers													\$263.00
# of Remote Call Frwding-Recurring													5
Amount of Remote Call Frwding-Recurring													\$80.00
# of Remote Call Frwding-Non-Recurring													0
Amount of Remote Call Frwding-Non-Recurring													\$0.00
YTD Total Number of Credits Paid					0	0	0	0	0	0	0	0	2463
YTD Total Amount of Credits Paid	\$36,672	\$30,179	\$27,990	\$28,008	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$122,849.00

Washington Customer Service Guarantee Program Credits
April 2005

Delayed Primary Exchange Alternative	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD # of credits paid
Business													16227
# of completed orders for installation of primary service													
# of completed orders for primary service installed w/i 5 bus. days													15910
# of credits-First Month's Charge(HO Recurring)													242
Amount of credit-First Month's Charge(HO Recur)													\$10,380.00
# of credits-Installation (HO NonRecur)													242
Amount of credits-Installation (Ho NonRecur)													\$18,528.00
# of \$100 Bill Credits													242
Amount of \$100 Bill Credits													\$28,850.00
# of Voice Mail Recurring Credits													0
Amount of Voice Mail Recurring Credits													\$0.00
# of Voice Mail													0
Nonrecurring Credits													\$0.00
Amount of Voice Mail Nonrecurring Credits													\$0.00
#Cell Loaners													0
Amount of cell vouchers													\$191.00
# of Remote Call Fwding-Recuring													0
Amount of Remote Call Fwding-Recuring													\$0.00
# of Remote Call Fwding-Non-Recuring													0
Amount of Remote Call Fwding-Non-Recuring													\$0.00
YTD Total Number of Credits Paid					0	0	0	0	0	0	0	0	726
YTD Total Amount of Credits Paid	\$15,239	\$14,418	\$17,187	\$11,105	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$57,949.00

Washington Customer Service Guarantee Program Credits
April 2005

REPORT: Out of Service Customer Bill Credits									
Measurement Period	Condition not Cleared in 2 working days; # tickets missed	#Credits Paid (Actual)	Amount of Credit Paid (\$5.00 credit)	Condition lasting more than 7 Calendar Days; # tickets missed.	#Credits Paid (Actual)	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid Upon Credit Issued/Bill Date		
Residence									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	488	403	\$2,012.15	23	17	\$230.71			
Business									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	49	38	\$189.30	2	1	\$19.08			
Total OOS									
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
Total	537	441	\$2,201.45	25	18	\$249.79			

Baseline: Each customer with an out-of-service condition not cleared within two working days will receive a \$5.00 credit. Each customer with an out-of-service condition lasting more than seven calendar days will receive credit of the monthly recurring charge. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment.

**Repair tickets with a Disposition Code of 7, 8 or 9 will not be given credit; no trouble found when clearing the report
Disposition Code 7 = Test OK, verify OK.
Disposition Code 8 = Found OK In.
Disposition Code 9 = Found OK Out.

Washington Customer Service Guarantee Program Credits
 April 2005

REPORT: Trouble Report Rate Bill Credits							
Total Trouble Report Rate							
Measurement Period	Exchange Out of Compliance	# of Customers Served	Actual Working Numbers Paid	Month Credit Paid			
January, 2005							
February, 2005							
March, 2005							
April, 2005							
May, 2005							
June, 2004							
July, 2005							
August, 2005							
September, 2005							
October, 2005							
November, 2005							
December, 2005							
YTD Total	0	0	0	N/A			
Residence							
Measurement Period							
January, 2005							
February, 2005							
March, 2005							
April, 2005							
May, 2005							
June, 2005							
July, 2005							
August, 2005							
September, 2005							
October, 2005							
November, 2005							
December, 2005							
YTD Total	0	0	0	NA			
Business							
January, 2005							
February, 2005							
March, 2005							
April, 2005							
May, 2005							
June, 2005							
July, 2005							
August, 2005							
September, 2005							
October, 2005							
November, 2005							
December, 2005							
YTD Total	0	0	0				
Baseline: Exceeds trouble report standard of 4.0 for month and either of the preceding month or four in 12 months. Credits do not apply related to customer premise equipment, emergency situations, extraordinary or abnormal conditions or disruptions caused by persons or entities other than Qwest.							

Washington Customer Service Guarantee Program Credits
April 2005

REPORT: Dial Tone Speed Bill Credits									
Measurement Period	Wire Center Out of Compliance	# of Customers Served	Total Amount of Credit Paid (One month's recurring charge, plus associated regulated features)	Month Credit Paid					
January, 2005									
February, 2005									
March, 2005									
April, 2005									
May, 2005									
June, 2005									
July, 2005									
August, 2005									
September, 2005									
October, 2005									
November, 2005									
December, 2005									
YTD Total		0	0	N/A					

Baseline: All customers within a wire center will receive one month's recurring charge credit for any month in which customers within the wire center are unable to obtain dial tone within three seconds on at least 98% of calls placed during a normal busy hour. Credits do not apply due to emergency situations, unavoidable catastrophes, force majeure, work stoppage, inside wiring or customer premise equipment. Credits do not apply in any office serviced by an analog switch.

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)
APRIL 2005

EXCHANGE	WC	AREA CODE	2 DAY DATA					7 DAY DATA										
			Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkng Dys) RES	# Missed (Less Than 2 Wkng Dys) BUS	# Missed (Less Than 2 Wkng Dys) TOT	% Missed (Less Than 2 Wkng Dys)	Total Exptrns	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Exptrns
ABERDEEN-HOQUIAM	532	360	84	83	98.81%	1	0	0	1	1.19%	0	84	100.00%	0	0	0	0.00%	0
AUBURN	833	253	279	272	97.49%	6	1	7	2.51%	0	279	100.00%	0	0	0	0.00%	0	
BAINBRIDGE ISLAND	842	206	116	116	100.00%	0	0	0	0	0.00%	0	116	100.00%	0	0	0	0.00%	0
BATTLEGROUND	687	360	183	181	98.91%	2	0	2	1.09%	0	183	100.00%	0	0	0	0.00%	0	
BELFAIR	275	360	97	94	96.91%	3	0	3	3.09%	0	97	100.00%	0	0	0	0.00%	0	
BELLEVUE			346	343	99.13%	3	0	3	0.87%	0	346	100.00%	0	0	0	0.00%	0	
GLENCOURT	453	425	105	105	100.00%	0	0	0	0.00%	0	105	100.00%	0	0	0	0.00%	0	
SHERWOOD	641	425	241	238	98.76%	3	0	3	1.24%	0	241	100.00%	0	0	0	0.00%	0	
BELLINGHAM			176	174	98.86%	2	0	2	1.14%	0	176	100.00%	0	0	0	0.00%	0	
LUMMI	758	360	12	12	100.00%	0	0	0	0.00%	0	12	100.00%	0	0	0	0.00%	0	
REGENT	671	360	164	162	98.78%	2	0	2	1.22%	0	164	100.00%	0	0	0	0.00%	0	
BLACK DIAMOND	886	360	34	33	97.06%	1	1	1	2.94%	0	34	100.00%	0	0	0	0.00%	0	
BONNEY LAKE																		
BREMERTON			148	146	98.65%	2	0	2	1.35%	0	148	100.00%	0	0	0	0.00%	0	
CROSBY	830	360	23	22	95.65%	1	0	1	4.35%	0	23	100.00%	0	0	0	0.00%	0	
BREMERTON																		
ESSEX	373	360	120	119	99.17%	1	0	1	0.83%	0	120	100.00%	0	0	0	0.00%	0	
SUNNYSLOPE	674	360	5	5	100.00%	0	0	0	0.00%	0	5	100.00%	0	0	0	0.00%	0	
BUCKLEY	829	360	20	20	100.00%	0	0	0	0.00%	0	20	100.00%	0	0	0	0.00%	0	
CASTLE ROCK	274	360	154	153	99.35%	1	0	1	0.65%	0	154	100.00%	0	0	0	0.00%	0	
CENTRALIA	736	360	59	59	100.00%	0	0	0	0.00%	0	59	100.00%	0	0	0	0.00%	0	
CHEHALIS			51	51	100.00%	0	0	0	0.00%	0	51	100.00%	0	0	0	0.00%	0	
CHEHALIS	748	360	33	33	100.00%	0	0	0	0.00%	0	33	100.00%	0	0	0	0.00%	0	
NAPAVINE	262	360	18	18	100.00%	0	0	0	0.00%	0	18	100.00%	0	0	0	0.00%	0	
CLE-ELUM	674	509	27	27	100.00%	0	0	0	0.00%	0	27	100.00%	0	0	0	0.00%	0	
COLFAX	397	509	16	16	100.00%	0	0	0	0.00%	0	16	100.00%	0	0	0	0.00%	0	
COLVILLE	684	509	34	34	100.00%	0	0	0	0.00%	0	34	100.00%	0	0	0	0.00%	0	
COPALIS(OCEAN SHORES)	289	360	22	22	100.00%	0	0	0	0.00%	0	22	100.00%	0	0	0	0.00%	0	
COULEE DAM	633	509	20	20	100.00%	0	0	0	0.00%	0	20	100.00%	0	0	0	0.00%	0	
CRYSTAL MTN.	663	360	3	3	100.00%	0	0	0	0.00%	0	3	100.00%	0	0	0	0.00%	0	
DAYTON	382	509	26	26	100.00%	0	0	0	0.00%	0	26	100.00%	0	0	0	0.00%	0	
DEER PARK	276	509	68	67	98.53%	1	0	1	1.47%	0	68	100.00%	0	0	0	0.00%	0	
DES MOINES			212	211	99.53%	1	0	1	0.47%	0	212	100.00%	0	0	0	0.00%	0	
DES MOINES	824	206	97	96	98.97%	1	0	1	1.03%	0	97	100.00%	0	0	0	0.00%	0	
FEDERAL WAY	839	253	115	115	100.00%	0	0	0	0.00%	0	115	100.00%	0	0	0	0.00%	0	
EASTON	656	509	1	1	100.00%	0	0	0	0.00%	0	1	100.00%	0	0	0	0.00%	0	
ELK	292	509	17	17	100.00%	0	0	0	0.00%	0	17	100.00%	0	0	0	0.00%	0	
ENJMCRAW	825	360	61	60	98.36%	1	0	1	1.64%	0	61	100.00%	0	0	0	0.00%	0	
EPHRATA	754	509	24	24	100.00%	0	0	0	0.00%	0	24	100.00%	0	0	0	0.00%	0	
GRAHAM	847	253	119	118	99.16%	1	0	1	0.84%	2	121	100.00%	0	0	0	0.00%	0	
GREEN BLUFF	238	509	19	19	100.00%	0	0	0	0.00%	0	19	100.00%	0	0	0	0.00%	0	
HOODSPORT	877	360	22	22	100.00%	0	0	0	0.00%	0	22	100.00%	0	0	0	0.00%	0	
ISSAQUAH	392	425	108	105	97.22%	3	0	3	2.78%	1	109	100.00%	0	0	0	0.00%	0	

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)
APRIL 2005

EXCHANGE	WC CODE	AREA CODE	2 DAY DATA					7 DAY DATA											
			Number of Tickets of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkrng Ds) RES	# Missed (Less Than 2 Wkrng Ds) BUS	# Missed (Less Than 2 Wkrng Ds) TOT	% Missed (Less Than 2 Wkrng Ds)	Total Expirs	Number of Tickets of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Expirs	
			Days	Days	Days	Dys) RES	Dys) BUS	Dys) TOT	Dys)		Days	Days	Days	Dys) RES	Dys) BUS	Dys) TOT	Dys)		
KENT			270	269	99.63%	1	0	0	0	0.37%	1	270	270	100.00%	0	0	0	0	1
MERIDIAN	630	253	119	119	100.00%	0	0	0	0	0.00%	0	119	119	100.00%	0	0	0	0	0
OBRIEN	251	206	11	11	100.00%	0	0	0	0	0.00%	0	11	11	100.00%	0	0	0	0	0
ULRICH	852	253	140	139	99.29%	1	0	1	0	0.71%	1	140	140	100.00%	0	0	0	0	1
LIBERTY LAKE	255	509	6	6	100.00%	0	0	0	0	0.00%	0	6	6	100.00%	0	0	0	0	0
LONGVIEW-																			
KELSO	423	360	293	292	99.66%	1	0	1	0	0.34%	1	294	294	100.00%	0	0	0	0	0
LOON LAKE	233	509	14	14	100.00%	0	0	0	0	0.00%	0	14	14	100.00%	0	0	0	0	0
MAPLE VALLEY	432	425	127	125	98.43%	2	0	2	0	1.57%	2	127	127	100.00%	0	0	0	0	0
MOSES LAKE			183	180	98.36%	3	0	3	0	1.64%	3	183	183	100.00%	0	0	0	0	0
MOSES LAKE(AFB)	765	509	16	16	100.00%	0	0	0	0	0.00%	0	16	16	100.00%	0	0	0	0	0
MOSES LAKE	762	509	167	164	98.20%	3	0	3	0	1.80%	3	167	167	100.00%	0	0	0	0	0
NEWMAN LAKE	226	509	17	16	94.12%	1	0	1	0	5.88%	1	17	17	100.00%	0	0	0	0	0
NORTHPORT	732	509	11	11	100.00%	0	0	0	0	0.00%	0	11	11	100.00%	0	0	0	0	0
OLYMPIA			523	520	99.43%	3	0	3	0	0.57%	3	526	526	100.00%	0	0	0	0	0
EVERGREEN	866	360	46	46	100.00%	0	0	0	0	0.00%	0	46	46	100.00%	0	0	0	0	0
LACEY	456	360	218	217	99.54%	1	0	1	0	0.46%	1	220	220	100.00%	0	0	0	0	0
WHITEHALL	352	360	259	257	99.23%	2	0	2	0	0.77%	2	260	260	100.00%	0	0	0	0	0
OMAK-																			
OKANOGAN	826	509	53	53	100.00%	0	0	0	0	0.00%	0	53	53	100.00%	0	0	0	0	0
OROVILLE	476	509	15	15	100.00%	0	0	0	0	0.00%	0	15	15	100.00%	0	0	0	0	0
OTHELLO	488	509	43	42	97.67%	1	0	1	0	2.33%	1	43	43	100.00%	0	0	0	0	0
PASCO	545	509	169	167	98.82%	2	0	2	0	1.18%	2	169	169	100.00%	0	0	0	0	0
PATEROS	923	509	2	2	100.00%	0	0	0	0	0.00%	0	2	2	100.00%	0	0	0	0	0
POMEROY	843	509	19	19	100.00%	0	0	0	0	0.00%	0	19	19	100.00%	0	0	0	0	0
PT. ANGELES			95	95	100.00%	0	0	0	0	0.00%	0	96	96	100.00%	0	0	0	0	0
JOYCE	928	360	9	9	100.00%	0	0	0	0	0.00%	0	9	9	100.00%	0	0	0	0	0
PT. ANGELES	452	360	86	86	100.00%	0	0	0	0	0.00%	0	87	87	100.00%	0	0	0	0	0
PT. LUDLOW	437	360	16	16	100.00%	0	0	0	0	0.00%	0	16	16	100.00%	0	0	0	0	0
PT. ORCHARD			135	135	100.00%	0	0	0	0	0.00%	0	135	135	100.00%	0	0	0	0	0
COLBY	871	360	41	41	100.00%	0	0	0	0	0.00%	0	41	41	100.00%	0	0	0	0	0
PT. ORCHARD	876	360	94	94	100.00%	0	0	0	0	0.00%	0	94	94	100.00%	0	0	0	0	0
PT. TOWNSEND	385	360	79	79	100.00%	0	0	0	0	0.00%	0	79	79	100.00%	0	0	0	0	0
PUYALLAP	841	253	207	206	99.52%	1	0	1	0	0.48%	1	207	206	99.52%	1	0	1	0	0
RENTON	226	425	271	269	99.26%	2	0	2	0	0.74%	2	272	272	100.00%	0	0	0	0	0
RIDGEFIELD	887	360	33	33	100.00%	0	0	0	0	0.00%	0	33	33	100.00%	0	0	0	0	0
ROCHESTER	273	360	130	130	100.00%	0	0	0	0	0.00%	0	130	130	100.00%	0	0	0	0	0
ROY	843	253	31	31	100.00%	0	0	0	0	0.00%	0	31	31	100.00%	0	0	0	0	0
SEATTLE			1743	1714	98.34%	28	1	29	1	1.66%	7	1750	1749	99.94%	1	0	1	0	0
ATWATER	281	206	101	99	98.02%	2	0	2	0	1.98%	2	101	101	100.00%	0	0	0	0	0
CAMPUS	543	206	72	69	95.83%	2	1	3	1	4.17%	0	72	72	100.00%	0	0	0	0	0
CHERRY	241	206	263	260	98.86%	3	0	3	0	1.14%	0	263	263	100.00%	0	0	0	0	0
DUWAMISH	762	206	90	89	98.89%	1	0	1	0	1.11%	1	91	91	100.00%	0	0	0	0	0
EAST	322	206	234	228	97.44%	6	0	6	0	2.56%	2	236	236	100.00%	0	0	0	0	0
ELLIOT	441	206	28	28	100.00%	0	0	0	0	0.00%	0	28	28	100.00%	0	0	0	0	0

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)
APRIL 2005

	AREA CODE	2 DAY DATA						7 DAY DATA										
		Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Wkrng Dys) RES	# Missed (Less Than 2 Wkrng Dys) BUS	# Missed (Less Than 2 Wkrng Dys) TOT	% Missed (Less Than 2 Wkrng Dys)	Total Expts	Number of Tickets of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Expts	
EXCHANGE	WC																	
EMERSON	361	191	188	98.43%	3	0	3	1.57%	0	191	191	100.00%	0	0	0	0.00%	0	
LAKEVIEW	522	162	160	98.77%	2	0	2	1.23%	1	163	163	100.00%	0	0	0	0.00%	0	
MAIN	223	79	77	97.47%	2	0	2	2.53%	1	80	80	100.00%	0	0	0	0.00%	0	
MERCER ISLAND (Adams)	232	65	65	100.00%	0	0	0	0.00%	0	65	65	100.00%	0	0	0	0.00%	0	
PARKWAY	721	189	185	97.89%	4	0	4	2.12%	1	190	189	99.47%	1	0	1	0.53%	0	
SUNSET	782	118	117	99.15%	1	0	1	0.85%	0	118	118	100.00%	0	0	0	0.00%	0	
WEST	932	151	149	98.68%	2	0	2	1.32%	1	152	152	100.00%	0	0	0	0.00%	0	
SEQUIM	683	62	62	100.00%	0	0	0	0.00%	2	63	63	100.00%	0	0	0	0.00%	1	
SHELTON	426	122	122	100.00%	0	0	0	0.00%	0	122	122	100.00%	0	0	0	0.00%	0	
SILVERDALE	692	92	92	100.00%	0	0	0	0.00%	0	92	92	100.00%	0	0	0	0.00%	0	
SPOKANE		867	856	98.73%	10	1	11	1.27%	2	869	869	100.00%	0	0	0	0.00%	0	
CHESTNUT	244	26	25	96.15%	1	0	1	3.85%	0	26	26	100.00%	0	0	0	0.00%	0	
FAIRFAX	325	110	109	99.09%	1	0	1	0.91%	0	110	110	100.00%	0	0	0	0.00%	0	
HUDSON	482	71	71	100.00%	0	0	0	0.00%	0	71	71	100.00%	0	0	0	0.00%	0	
KEYSTONE	534	132	132	100.00%	0	0	0	0.00%	0	132	132	100.00%	0	0	0	0.00%	0	
MORAN NUMBERS ADDED TO RIVERSIDE																		
RIVERSIDE	455	175	169	96.57%	5	1	6	3.43%	2	177	177	100.00%	0	0	0	0.00%	0	
WALNUT	922	221	220	99.55%	1	0	1	0.45%	0	221	221	100.00%	0	0	0	0.00%	0	
WHITWORTH	466	132	130	98.48%	2	0	2	1.52%	0	132	132	100.00%	0	0	0	0.00%	0	
SPRINGDALE	258	9	9	100.00%	0	0	0	0.00%	0	9	9	100.00%	0	0	0	0.00%	0	
SUMNER (BonneyLake)	863	226	224	99.12%	1	1	2	0.88%	0	226	226	100.00%	0	0	0	0.00%	0	
TACOMA		1169	1160	99.23%	8	1	9	0.77%	0	1169	1168	99.91%	1	0	1	0.085%	0	
FORT LEWIS	964	35	34	97.14%	1	0	1	2.86%	0	35	35	100.00%	0	0	0	0.00%	0	
GREENFIELD	472	185	184	99.46%	1	0	1	0.54%	0	185	185	100.00%	0	0	0	0.00%	0	
JUNIPER	582	178	176	98.88%	2	0	2	1.12%	0	178	178	100.00%	0	0	0	0.00%	0	
LENNOX	531	231	230	99.57%	1	0	1	0.43%	0	231	231	100.00%	0	0	0	0.00%	0	
LOGAN	564	94	93	98.94%	0	1	1	1.06%	0	94	94	100.00%	0	0	0	0.00%	0	
MARKET (Fawcett)	272	105	103	98.10%	2	0	2	1.90%	0	105	104	99.05%	1	0	1	0.95%	0	
SKYLINE	752	77	77	100.00%	0	0	0	0.00%	0	77	77	100.00%	0	0	0	0.00%	0	
WAVERLY-2	922	87	87	100.00%	0	0	0	0.00%	0	87	87	100.00%	0	0	0	0.00%	0	
WAVERLY-7	927	177	176	99.44%	1	0	1	0.56%	0	177	177	100.00%	0	0	0	0.00%	0	
TOUCHET																		
VANCOUVER		701	692	98.72%	8	1	9	1.28%	0	701	701	100.00%	0	0	0	0.00%	0	
ORCHARDS	253	349	346	99.14%	3	0	3	0.86%	0	349	349	100.00%	0	0	0	0.00%	0	
OXFORD	693	213	209	98.12%	3	1	4	1.88%	0	213	213	100.00%	0	0	0	0.00%	0	
SALMON																		
CRK(NORTH)	573	139	137	98.56%	2	0	2	1.44%	0	139	139	100.00%	0	0	0	0.00%	0	
WAITSBURG	337	10	10	100.00%	0	0	0	0.00%	0	10	10	100.00%	0	0	0	0.00%	0	
WALLA WALLA (incl Touchet)	522	108	107	99.07%	1	0	1	0.93%	0	108	108	100.00%	0	0	0	0.00%	0	
WARDEN	349	13	13	100.00%	0	0	0	0.00%	0	13	13	100.00%	0	0	0	0.00%	0	
WINLOCK	785	22	21	95.45%	1	0	1	4.55%	0	22	22	100.00%	0	0	0	0.00%	0	
YAKIMA		428	425	99.30%	3	0	3	0.70%	2	430	430	100.00%	0	0	0	0.00%	0	

WASHINGTON OUT OF SERVICE (LT 2 and 7 DAY)
APRIL 2005

		2 DAY DATA						7 DAY DATA									
EXCHANGE	WC	Number of Tickets Out of Service Less Than 2 Working Days	Out of Service Cleared in 2 Working Days	% Less Than 2 Working Days	# Missed (Less Than 2 Working Days) RES	# Missed (Less Than 2 Working Days) BUS	# Missed (Less Than 2 Working Days) TOT	% Missed (Less Than 2 Working Days)	Total Expts	Number of Tickets Out of Service Less Than 7 Cal Days	Out of Service Cleared in 7 Cal Days	% Out Of Service <= 7 Cal Days	# Missed (Less Than 7 Days) RES	# Missed (Less Than 7 Days) BUS	# Missed (Less Than 7 Days) TOT	% Missed (Less Than 7 Days)	Total Expts
CHESTNUT WEST		116	114	98.28%	2	0	2	1.72%	0	116	116	100.00%	0	0	0	0.00%	0
Washington Customers Served by Exchanges in Neighboring States																	
Clarkston	751	62	62	100.00%	0	0	0	0.00%	0	62	62	100.00%	0	0	0	0.00%	0
Totals		10922	10811	98.98%	104	7	111	1.02%	23	10943	10940	99.97%	3	0	3	0.03%	2

WASHINGTON OUT OF SERVICE CREDITS SUMMARY (LT 2 AND 7 DAY)
 APRIL 2005

OOS Report		MOOSA Credits Paid	
OOS Tickets	111	91	TOTAL CREDITS PAID
Disp. 7, 8, 9 Tickets**	7	0	Previous Pending Paid (MOOSA only) meaning PUC metric captured the out of service in the month it occurred however, MOOSA didn't pay the credit due in that month but rather in this later month.
ELIGIBLE 2 DAY TICKETS	101	89	2 DAY Credits Paid (Total with PUC&MOOSA in source) Matches to PUC metric - meaning customer experienced out of service in the same month that they received the credit.
ELIGIBLE 7 DAY TICKETS	3	2	7 DAY Credits Paid (Total with PUC&MOOSA in source) Matches to PUC metric - meaning customer experienced out of service in the same month that they received the credit.
			Pending Credits To Be Paid (PUC only in source)
		13	Customer experienced OOS as captured by PUC metric in current month, however MOOSA will credit in a later month.
TOTAL ELIGIBLE TICKETS	104	104	

**Repair tickets with a Disposition Code of 7,8 or 9 will not be given credit; no trouble found when clearing the report
 Disposition Code 7 = Test OK, verify OK
 Disposition Code 8 = Found OK In
 Disposition Code 9 = Found OK Out